DATE: July 3, 2019

TO: W. John Moore, Mayor
Yachats City Council

FROM: Shannon Beaucaire, City Manager

SUBJECT: Vacation Rentals

Dear Mayor and City Council,

The following information is on options and research on the various issues raised during the public input and Council consideration of the Vacation Rental policies in Yachats. This memorandum incorporates information from the memo provided to the City Council in June.

A summary of key changes to the Newport City Ordinance are attached from April 2019. These are included as Newport did utilize zoning in aspects of managing its vacation rental program.

Vacation Rental Complaints:

Staff researched the complaints before and after the pilot program and found the following:

> The types of complaints before and after the changes are similar and are generally regarding parking/RV, noise, garbage cans left out, and operating vacation rental (VR) without a license. The frequency of complaints does not appear to have changed substantially.
>
> The complaint process is outlined in YMC Section 4.08.050. The City began a code enforcement log of complaints (including VR complaints) in May 2018 – this has been updated by Mr. Mattison and provided as an attachment. Prior to that, there are files with notes and a couple of forms from one resident, but no follow through detailing if it is a first, second or third violation; nor the results of the issues and who was contacted. Staff went through the files and found most of the complaints are not VR related. The VR complaints on the attached log are highlighted.

The Local Contact is the complainant's first step and the contact/owner is given the opportunity to rectify the issue within the 2 hour allotted time. If not satisfied, then the City Complaint is the next step for further enforcement.

Transient Lodging Tax Revenue from Vacation Rentals:

The revenue collected from Transient Rental Tax for vacation rentals are:

Year	Transient Lodging Tax Received from Vacation Rentals	Total Transient Lodging Tax Received	Percentage of Total
FY 2016-17	$263,368	$932,025	28%
FY 2017-18	$295,184	$1,040,059	28%
FY 2018-19*	$226,185	$1,057,947	21%

*Fiscal Year (FY2018-19) is from the June memorandum to Council

Code Enforcement Options:

The City currently contracts with Dave Mattison for Planning and Code Enforcement services. Mr. Mattison is in Yachats physically one day a week and provides services throughout the remainder of the week by email and phone. Mr. Mattison provided an updated Code Enforcement Log that begins in May 2018. Vacation Rental Complaints are highlighted in yellow and notes approximately 67 code enforcement complaints in 2018 with 7 of those being related to vacation rentals. I've also included costs associated with Planning and code enforcement from July 1, 2017 – present.

Concerns Raised: Number of unlicensed rentals, auditing tax collection rates, enforcing fines/code.

1. ***Citizen Request Tracker (CRT):*** Cost: $0.00. PDF Attachment and Link Below. CRT is included in our new website platform. Can be used for traditional (weeds, noise, light) and vacation rental complaints.
   CRT is used as a reporting and tracking tool to report problems in any community. Once issues are submitted it gets routed to the correct person or department who can then reply to the citizen about the problem they submitted. It will also track analytics about the problem after submission. - https://www.civicengage.civicplus.help/hc/en-us/articles/115004788174-Request-Tracker-Overview

   Pros: No/Minimal Fiscal Impact; can be used on traditional and VR complaints; very good statistics and tracking system, ability to upload pictures, respond to citizens and automatic closure notifications.

   Cons: Does not provide a 24/7 response system, relies on a person to follow up on the complaint.

2. ***CP Connect:*** Cost: Approximately $3,000/year (includes consulting). PDF Attachment and Link Below. CP Connect is another module of Civic Plus that can be added to our new website. Can be used for traditional (weeds, noise, light) and vacation rental complaints.
Request tracking to a different level that CRT. This doesn't force a resident to fill out a form on a website. They can text, email, call, message by FB messenger or twitter their concerns, comments or problems. This will still route to the proper person or department. https://www.civicplus.com/cp-connect/311-citizen-request-management. This has been utilized by the City of San Rafael, CA. The following is their response to how they use CP Connect and their experience.

> *CivicPlus took over the platform about eight months ago but, we've been using the system for about three years now. CP Connect, formerly known as Romulus, was a tremendous improvement from what we were using before, department specific email addresses. The platform helps departments and individual staff members respond to constituents in a more timely manner, track inquiries effortlessly, and communicate cross-departmentally when an issue requires a multi-departmental response.*
>
> *The platform itself is robust and has many features that we touch less often outside of our day-to-day needs, for example, there is a "Community Issues" feature which allows us to acquire and track feedback from residents on things like pilot projects. We used it when our Traffic Division piloted a new bike lane. We designated a phone number for constituents to text in on, along with the standard form, to vote "yes" or "no" on whether they wanted to permanently implement the bike lane or not. At the end of the pilot we were able to export the votes and constituent comments to present to Council who then elected to remove the bike lane as a result of the feedback that was collected, easily organized, and then presented as evidence so they could make an informed decision.*
>
> *Implementation, what would we do differently? Change is hard and uncomfortable for people, in general. This was no different. Initially, staff felt like this new system was being implemented to track them but, the truth was we needed a better way, a more efficient way to communicate with our constituents so their inquiries were not getting lost in the black hole of email. This move also supported our desire to start building trust back with the community to let them know we are here and we are listening. On the upside, there were also staff members who really clung to this, they loved the organizational abilities of the platform and praised the system for bringing improvement to their daily work flow operations. About a year and a half ago the system went through a major renovation; my biggest regret was not having a stronger understanding of the improved platform before rolling it out to the rest of City staff. It created a tremendous amount of frustration, cries for the original version of the platform, and more resistance to centralize our inquiries.*
>
> *Today, operations continue to become more centralized on CP Connect. After*

some follow up group and individualized training sessions, staff gets more comfortable and confident using CP Connect.

In addition, the CivicPlus team has been phenomenal since taking over. They are on top of making our needs feel heard and delivering promises and system improvements in a timely and well communicated manner.

Pros: Minimal Fiscal Impact; can be used on traditional and VR complaints; tracking system, sends reminders, finds patterns from submissions in same location & timeframe, more robust reports

Cons: Does not provide a 24/7 response system, relies on a person to follow up on the complaint.

3. ***Host Compliance:*** Cost: Approximately $10,000/year for address identification and hotline. PDF Attachment and Link below. This is exclusively focused on vacation rentals.
Host Compliance helps municipalities understand the scale and scope of the impact of short-term rentals in their community and enact regulations that minimize noise, trash, parking and traffic problems, as well as the negative impacts on housing affordability and neighborhood character. Host Compliance's software platform can help manage all of the registration, permitting, address identification, compliance monitoring, enforcement, outreach, tax collection and complaint processes - https://hostcompliance.com

   Pros: Moderate Fiscal Impact; robust tracking system, scans 54 3rd party platforms, sends reminders, has a 24/7 hotline option with a call back to the complainant, services can be purchased a la cart with exception of address identification module, statistical tracking system. This may be more valuable as the cap limits are imposed and some individuals may decide to rent out amenities on their home site that the City did not envision being a part of the vacation rental.

   Cons: Not focused on traditional code enforcement complaints, does not capture any properties advertised by owner only, audit is by looking for changes in online booking calendars to estimate number of nights.

   NOTE: The City of Newport is looking into vendors and a copy of the local news article that notes 2 vendors – LodgingRevs and LTAS Technologies is included in this packet.

4. **Full-Time Employee dedicated to Code Enforcement**

   The City Manager has been researching employee costs over the last year. Upon this recent request, the City Manager reached out, and was able to confirm, the following cost information from the following entities:

Lincoln County:

- 1 Community Service Deputy employed just for Code Enforcement – not vacation rentals
  - Salary Range: $3,312 - $4,451/month
  - Represented position
- Multiple part-time former deputy sheriff's address vacation rental inspections/issues

City of Newport:

- 1 Community Services Officer focuses primarily on traditional code enforcement issues
  - Salary Range: $3,494 - $4,812/month
  - Represented position
- Council authorized a second position this fiscal year to focus on business licenses, vacation rentals, and general code enforcement.

Utilizing the low end ($3,212) and the high end ($4,812), the initial full costs for a represented code enforcement officer is between $71,110 and $95,644.

Title	NAME	July 1st	FTE	COLA	0.0% annual payro hours	Taxable earning	0.0765 FICA	0.015 SAIF	0.0027 UNEMP	TOTAL FRINGE	26.94% PERS	Health	Dental	vision	L&H	EE Paid	INS	TOTAL COST
CODE	Low	19.11	1.00	0	39,749	39,749	3,041	596	107	3,744	10,708	1,346.00	104.00	11.00	12.68	(64.64)	16,908	71,110
CODE	High	27.76	1.00	0	57,741	57,741	4,417	866	156	5,439	15,555	1,346.00	104.00	11.00	12.68	(64.64)	16,908	95,644

I did ask for any advice they would give and received the following:

- A common complaint is selective enforcement. One possible solution might be a working group of staff, council member, and citizens to review various property violations and prioritized enforcement activities. This went a long way in providing justification for dealing with properties on a non-complaint basis.

5. Contract with Lincoln County to provide Code Enforcement

Updated from the June memo, it appears that Lincoln County will be ready to discuss providing code enforcement services as a shared employee with the cities of Yachats and Waldport beginning fiscal year 2020-2021. This arrangement would be a contract situation where the officer would be an employee of Lincoln County and contractually serve Yachats and Waldport. The cities would pay a monthly amount to account for the share of salary, benefits (health insurance, etc.), and PERS. The figures above can provide an estimated range of the City of Yachats proportionate costs.

Utilizing Zoning:

In speaking with the city attorney, he noted that Yachats currently regulates vacation rentals similar to licensing a business. The City could regulate VRs as a land use decision. This would require moving VRs to the land use section of the code and modifying the language. This would allow VR applicants to have a hearing process where neighbors could testify. If the applicant was denied, and chose to appeal the denial, the applicant can appeal to the Land Use Board of Appeals (LUBA).

Zoning as a land use would require classifying VRs as a distinct use that is regulated in the land use code, establishing residence for short-term v. long-term tenancy and establishing densities – or caps – for this distinct use in various zoned areas such as R-1, R-2, etc.

"Grandfathering"

Black's Law Dictionary defines a Grandfather Clause as:

Exemption-allowance statement. Insulates specific entities, object, or situation from the fallout of changes or imposition of a decision. It could be a rule, law, or statute with pre-existing conditions. An example is a store raising prices, but holding the former price for a time for specific long-time customers, building goodwill.

The City Attorney notes that any policy decision would require examination of Oregon law and the facts of a particular situation to define and determine who an heir would be. It is also recommended that any decision be as easy as possible to manage.

Vacation rental licenses, like business licenses, are City property and the City determines the person and criteria required to issue the business/VR license.

To transfer to an "heir" city staff would have to review the transfer document to verify the heir (will, trust, or court order). Upon submission that document would become public record and subject to public records requests. If the property was moved to a Trust, and the trust became the "heir" – e.g. the VR license states in the Bob Marley Trust – the trust can "live" for a very long time which may impact the intent of the Council imposing a cap on the number of licenses.

Regarding alleged diminished value of a property, the attorney again notes that the license belongs to the City – it is not the property of the property owner. It is how the City is regulating short-term tenancies within City limits. Property owners can still utilize their property and the example was used that if the City rezoned an area from residential to commercial (and the commercial zone prohibited homes), an owner could have their home there – BUT could not rebuild a home. If the home was removed for whatever reason, a commercial building like Blockbuster video would have to be built instead. The 2002 Supreme Court ruling that a moratorium on building on properties next to a lake did not fall under the takings clause as there was still economic value to the land and therefore no compensation was required.[1]

[1] The text of the Fifth Amendment itself, he argued, creates a distinction between physical takings and regulatory takings specifying that only physical takings of private property for public purposes require just

Non-Utilization of VR License

The city attorney noted that non-utilization of a VR license could be viewed as an abandonment of the license and could be regulated by the City. The City of Newport did enact language regarding utilization in its April 2019 update.

Audit

The attorney knows of no state prohibition on the City auditing vacation rentals for compliance with tax collection.

Utilization of Transient Lodging Tax (TLT) /License & Transfer Fees

The opinion of the attorney is that the portion of TLT that is dedicated for tourism promotion should not be used for administrative costs associated with managing the VR program – despite the State Law allowance for the collector to maintain an administration fee.

While there are no best practices or legal statements on the amounts for licensing or collection fees, there is a general notion that there be a reasonable relationship for the fee charged and the service received. Any fees – license or transfer – are encouraged to be proportionate to costs of the city to run the program – licensing, renewals, code enforcement, inspections, etc. Fees can be reviewed annually as costs go up.

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compensation. Justice Stevens closed this section of his argument predicting that if all takings, physical and regulatory, were to require just compensation then the whole notion of government takings would be, "a luxury few governments could afford." *Tahoe-Sierra Preservation Council, Inc. v. Tahoe Regional Planning Agency,* 535 U.S. 324 (2002)

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April 2019

City of Newport Short-Term Rental Code Update
Ordinance No. 2144: Summary of Key Changes

Requires Annual Licensing

- Short-Term Rental (STR) operators will be required to annually renew business license endorsements.
- Licensing is expanded to include new requirements, such as proof of liability insurance and the submittal of records showing that a vacation rental unit has been rented at least 30 days in the fiscal year.

Rationale: Annual license will keep short-term rental operators more engaged with City, improving accuracy of designated contact information and ensuring that insurance is in place for guests. Proof of rental requirement is intended to ensure licenses issued under a "license cap" are actually being used.

Creates Different Categories of Short-Term Rentals

- Distinguishes "home shares" where an owner rents rooms in the dwelling unit where they reside, and Bed and Breakfast (B&B) establishments where an owner or manager lives on the premises, from Vacation Rental Dwellings (VRDs) where the entire unit is rented for transient purposes.
- Subjects home shares and B&Bs to annual licensing but exempts them from location and density limits.

Rationale: The presence of a permanent resident does not result in a dwelling unit being removed from the city's supply of long term housing and mitigates potential nuisance issues because someone is present to monitor guests.

Refines Approval Standards

- Establishes STR maximum occupancy as (2) persons per bedroom plus two additional persons per property.
- Limits B&B and VRD rentals to a maximum of five (5) bedrooms and home shares to a maximum of two (2) rented rooms.
- Retains parking standard of one space per bedroom, but require applicants show that spaces are sized such that they meet City parking stall dimensional standards. Allows off-street parking to extend into undeveloped public right-of-way with stipulation that license will be revisited if street is improved.
- Updates safety standards to reflect current building and fire code requirements.
- Maintains requirement that STRs in residential areas maintain 40% of the lot and 50% of the front yard area in landscaping.
- Requires STR operators post a sign, between one (1) and two (2) square feet in size, in plain view of the street identifying the unit as a STR with a phone number of the designated contact.
- Provides that those units relying upon use of shared access and parking areas demonstrate that they possess legal and exclusive right to required off-street parking spaces.
- Prohibits special events that exceed occupancy limits.

Rationale: Changes are intended to address nuisance impacts associated with transient rental uses and to ensure that guest safety in short-term rental units is comparable to that of a hotel or motel.

Establishes License and Density Limits for Vacation Rental Dwellings

- Creates a Vacation Rental Overlay Zone (the "Overlay Zone") that restricts vacation rental dwellings to areas proximate to the City's major tourist commercial districts.
- Limits the total number of vacation rentals within the zoning overlay to not more than 200, with a specific cap number to be set by Council resolution. The City Council has asked that 180 be the limit set by resolution.
- Institutes spacing standards (i.e. proximity limits) to avoid concentration of vacation rentals along any given street segment.

Rationale: The transient nature of vacation rentals is akin to hotel/motel uses and should be concentrated in areas where there are significant tourist attractions in order to protect the character of residential neighborhoods more removed from the City's commercial districts. This is accomplished with the Overlay Zone. The license cap and spacing standards will prevent undue concentration of vacation rentals in residential areas within the overlay, protecting the character of those neighborhoods, and the overall license limit preserves the supply of long-term housing by restricting the number of dwelling units that can be converted to transient use.

Puts in Place Rules for Pre-Existing Short-Term Rentals

- Short-term rentals approved under prior City land use rules are acknowledged as non-conforming, meaning that they can continue to operate under land use requirements in effect when they were licensed, except:
- Non-conforming VRDs located outside of the Overlay Zone may continue until the property is sold or transferred or vacation rental use is voluntarily terminated for a 12 month period.
- Vacation rentals located within the Overlay Zone, that are within or adjacent to a commercial or water-related zone, may continue provided the VRD use is not voluntarily terminated for a 12 month period. These units count toward the license cap that applies within the overlay, but are not otherwise subject to the density limit or wait list provisions.
- All other VRDs within the Overlay Zone count toward the license cap and must comply with the density limit and spacing standards when sold or transferred. Such units must comply with all other land use requirements if vacation rental use is voluntarily terminated for a 12 month period.

Rationale: A phase out of VRDs located outside of the Overlay Zone, at time of sale or transfer, strikes a reasonable balance between the affected operators, who may rely upon transient rental income to recoup investments in the property or as part of a long term plan to retire to Newport, and residents of these neighborhoods that view transient rental use as inherently incompatible in a residential setting. Many VRDs within the Overlay Zone are located in commercial or water-related zones that have a long history of transient rental use, and were built for that express purpose, so it is reasonable they be allowed to continue as non-conforming uses. Other VRDs within the Overlay Zone are in more residential areas where units were converted to transient use. It is appropriate to allow these units to continue as non-conforming under current ownership, with the expectation that upon sale they satisfy the density limit and spacing standards. This will more broadly disperse VRDs in these residential areas over time.

Supplements Enforcement

- Commits the City to making location and contact information for STR operators available online.
- Requires STR operators have a local contact that can respond to the premises in 30 minutes.
- Allows City to require valet trash collection service in cases where trash cans are not being stored out of view.
- Retains progressive enforcement philosophy to achieve "three strikes you are out" within a 12 month period.
- Establishes a two (2) year cooling off period before an individual with a revoked license can reapply.

Rationale: Changes facilitate transparency, responsiveness on behalf of the operator, and provide city staff with additional tools to achieve compliance. Fees will be adjusted, with Resolution No. 3849, to provide additional funds for enforcement.

Civic Plus

Citizen Request Tracker

Project Enhancements

Citizen Request Tracker

The Citizen Request Tracker™ (CRT) is a powerful tool that facilitates interoffice and government-to-citizen communication and workflow concerning requests reported by residents. Site users create a profile and submit requests or complaints, view pending issues, reopen closed issues, request additional information and more. Once a profile is set up, contact information is automatically filled in when a site user submits a new request. Furthermore, problems reported over the phone can be manually entered into the system for increased efficiency. Marketing the CRT™ system as the primary tool for communication on problems and requests in your area will allow you to reduce staff time spent on addressing issues by hand and will allow your constituents to interact with your staff any time of the day.

The CRT System Makes It Easy To:

- Add comments and action items
- Assign the request to a staff member
- Review the history of the issue
- Send messages to the constituent
- Close the request
- Print and/or export statistics and reports
- Print work orders
- Generates efficiency statistics and reports
- Export data in CSV or tab-limited format

Citizen Request Tracker

HELPING LOCAL GOVERNMENT INFORM, ENGAGE & PROTECT THEIR CITIZENS

CIVICPLUS®

+

GEM OF THE YACHATS OREGON COAST

Complaint System (Citizen Request Tracker)

- Allow users to report a problem and provide follow-up communication with point of contact, maps and analytics

01

Request Form:

Customized Forms fillable from any device

02

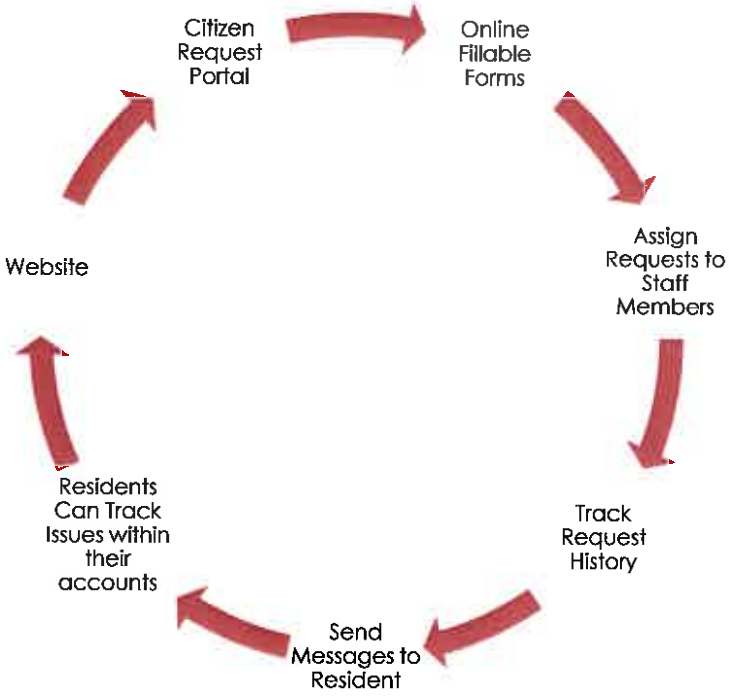
Administration Tracking:

Prioritize Reports. Assign each complaint to different staff members

03

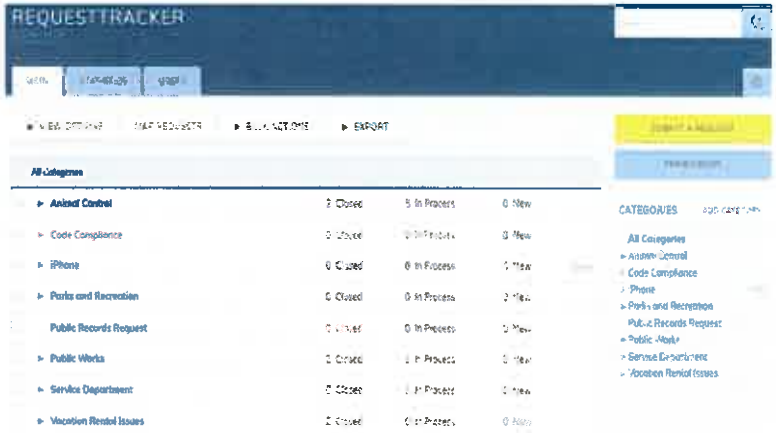
2-Way Communication:

Respond to residents when the complaint has been resolved.



Front End:

- Category Specific
- Multiple Request Types



Back End:

- Manage Requests Based on Urgency
- Create Work Orders and Communicate with Residents

Thank You

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www.civicplus.com

Civic Plus
CP Connect

Introducing CP Connect™
From the CivicPlus® Platform

Presented to:

Date:

CIVICPLUS

Agenda

01

The Municipal Need for a 311 and Citizen Request Management System

02

Introducing CP Connect™

03

CP Connect Features and Functionality

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The Municipal Need for 311 and Citizen Request Management Systems

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The Need for Request Management

- Municipal leaders are receiving request, inquiries, and comments from citizens via more diversified channels than ever before, e.g., email, phone, walk-ins, online forms, social media.
- Citizens expect greater transparency into service requests than ever before.
- Even if you receive 10 calls per day, answering inquiries means less time for important projects.
- Once the call is over, more time-consuming work begins: More phone calls, emails, and service requests, resulting in the loss of even more valuable time.

4

The average call center phone call, across industries, is four minutes long.

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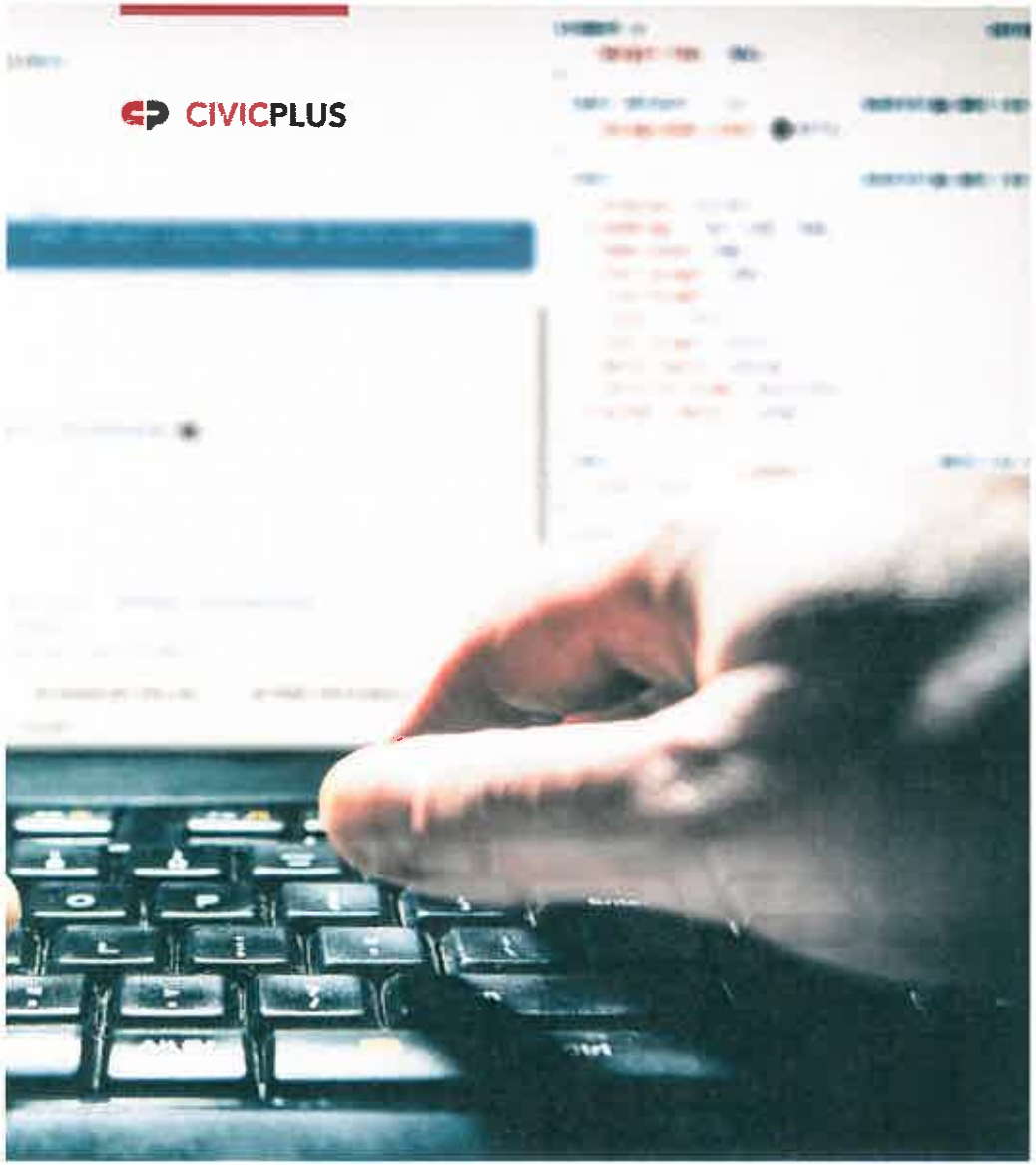
Vendor Community Has Not Responded to Evolving Needs of the Public Sector

- Fundamentally, citizen services is a workflow-management problem – one addressed in virtually every other industry:
  - CRMs for sales organizations.
  - Software development tools for development organizations.
- Vendors have not responded with purpose-built software for government workers – or, when they have, they have passed the burden of documentation and follow-up on to citizens.



Gaps in the Ecosystem

- Software exists to help with asset management, enterprise resources, and other functions critical to back-end government.
- But a lack of attention to the boundary between government and people, where engagement happens and services are delivered, results in:
  - A breakdown in citizen trust.
  - A lack of data upon which governments can optimize processes.

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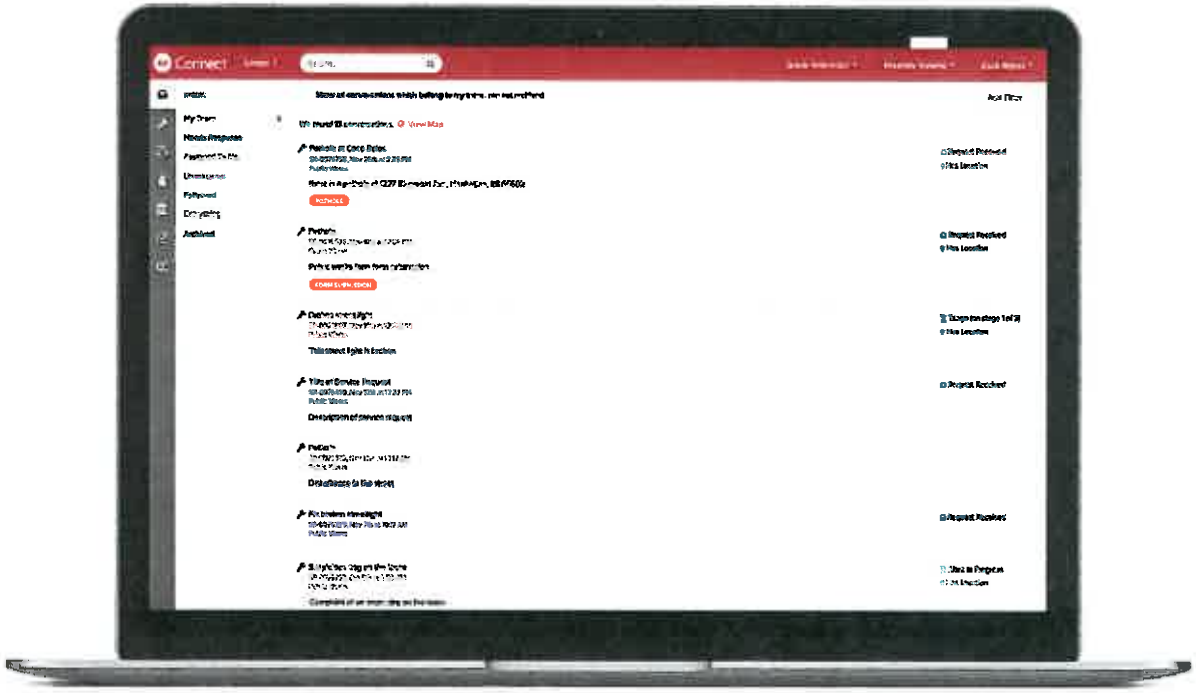
Citizen Request Management and 311 Benefits

Software purpose-built for government workers that allows them to do more, in less time, and to greater citizen applause.

- Reduces phone calls.
- Reduces walk-ins.
- Demonstrates responsiveness to citizen needs.
- Provides transparency.
- Streamlines request management.
- Improves administrative efficiency.
- Frees up time for key personnel to focus on critical strategic initiatives.



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Without Citizen Request Management

Call/Walk-in → Submit Request → Manual Follow-Up → Wait for Response → Check for Resolution → Manual Follow-Up

Receive Request → Contact DPW → Manual Follow-Up with DPW → Respond to Citizen Request → Manual Follow-Up with DPW and Citizen

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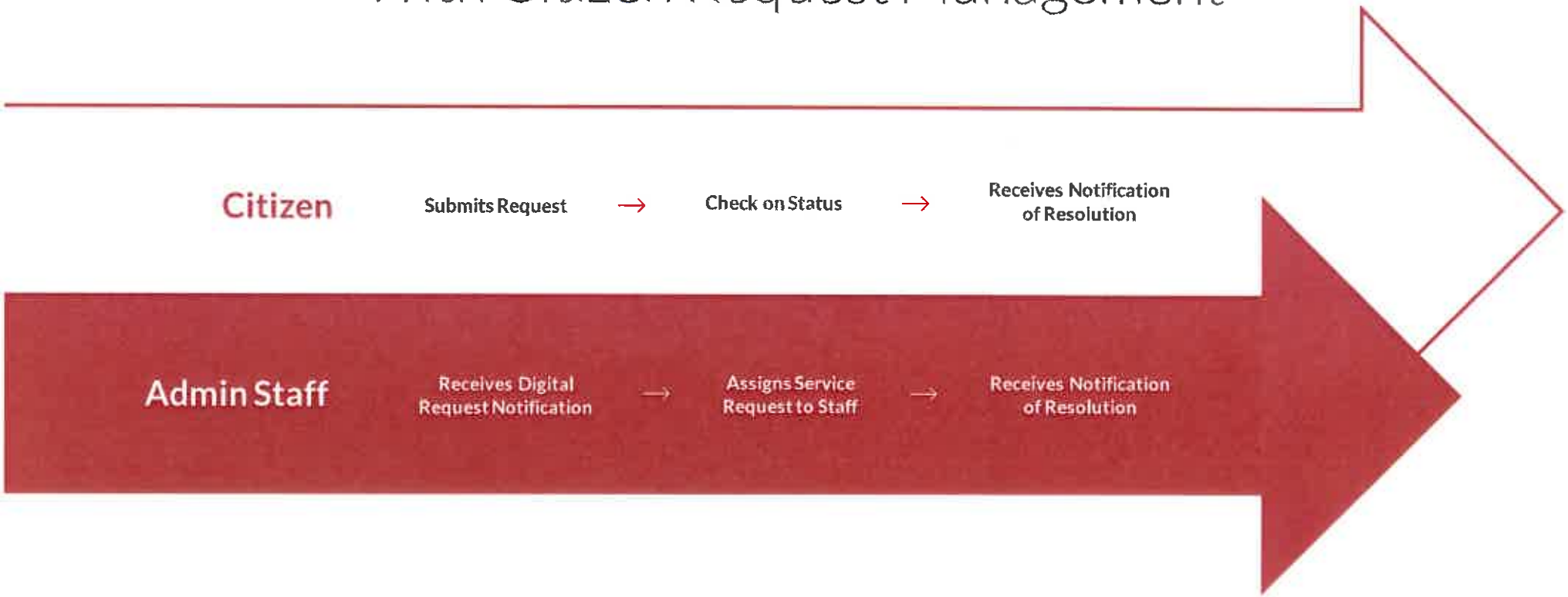
With Citizen Request Management



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Introducing CP Connect

A 311 and Citizen Request Solution for Local Government from the Experts in Local Government

CIVICPLUS

Designed for Citizen Engagement

- Gathers, organizes and distributes citizen requests and issues.
- Captures requests from multiple communication channels:
  - Custom webforms.
  - Email.
  - Phone (voice/SMS).
  - Twitter.
  - Facebook.

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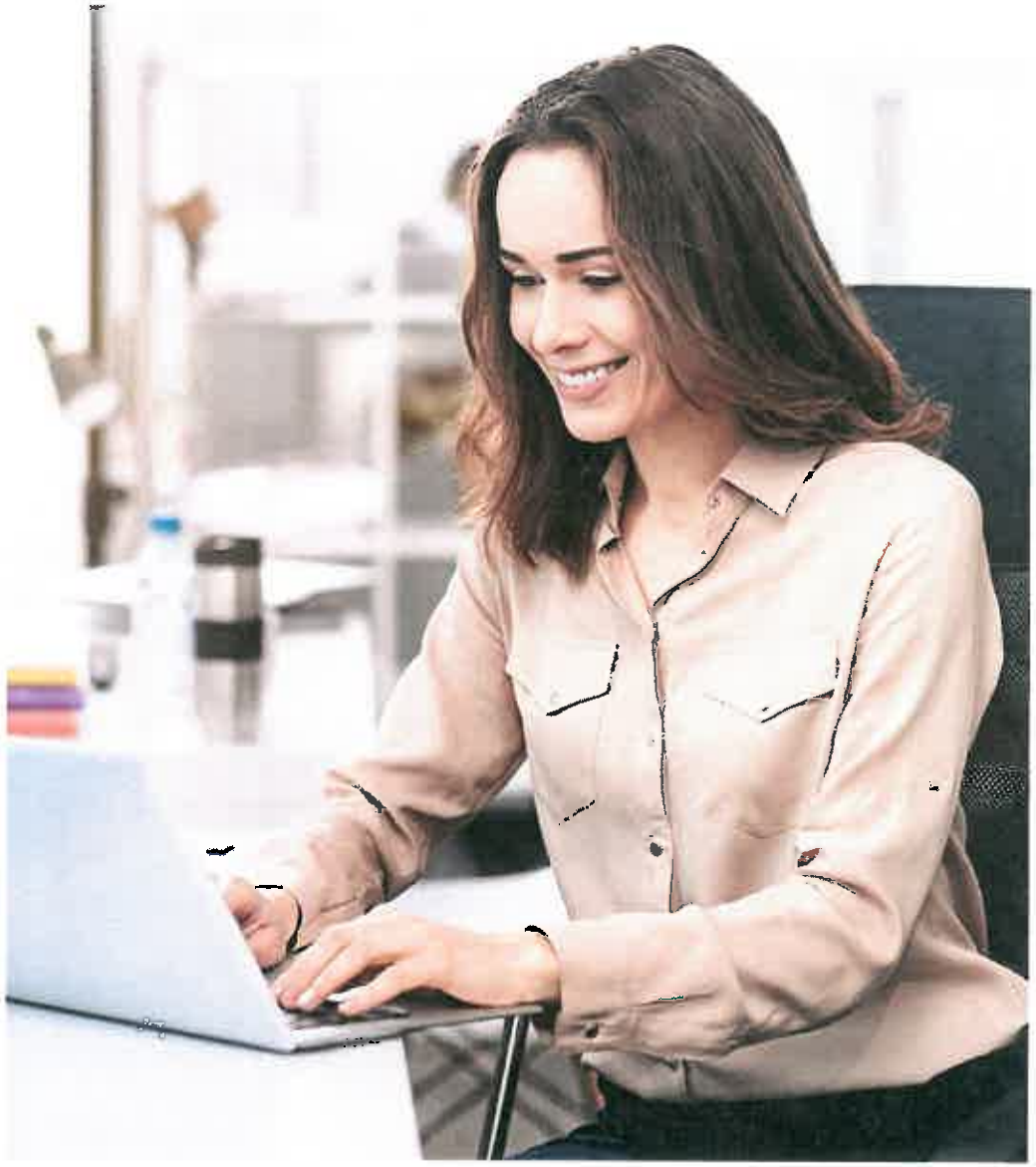
Benefits for System Administrators

- See new request submissions.
- Track requests through to completion.
- Assign requests to appropriate personnel (e.g., public works).
- Send reminders to assigned personnel if a task is not completed timely.
- Automated notification to citizen when request is complete.
- Finds patterns from submissions in the same location and timeframe, allowing staff to identify and complete duplicate requests.
- Generates reports with custom parameters to identify trends and areas of needed budget allocations or resources.



Citizen Benefits

- Submit a request from their preferred communication channel.
- Track request through to completion.
- Receive notification when request is complete from Municipal staff.
- Submit a request as soon as a need is identified.
- Provide photos and location details.

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Common Uses

- Potholes/road issues.
- Malfunctioning streetlights.
- Animal control issues.
- Park maintenance.
- Transparency document requests.
- Utility bill inquiries.
- Website inquiries.
- Car seat inspections.
- Abandoned vehicle reports.
- Water problems.
- Tree maintenance.
- Utility maintenance.

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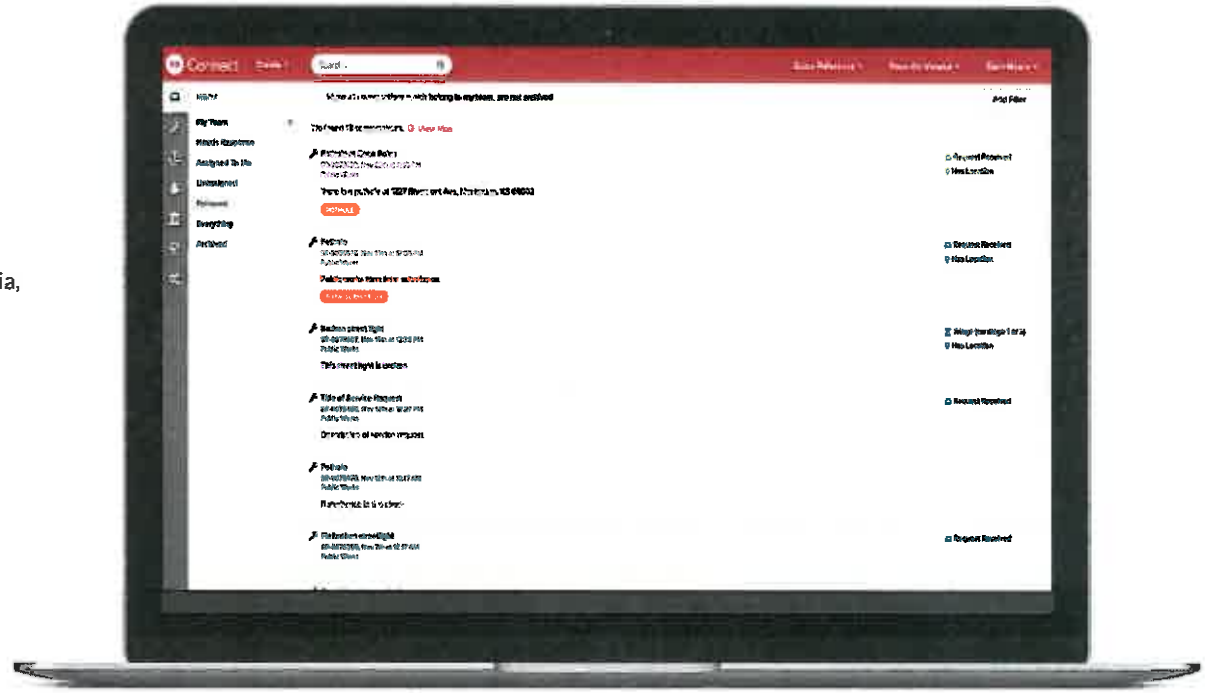
How it Works:
Communications

- Inbox centralizes phone, email, texts, social media, web forms, and walk-ins.
- Reply in-app and replies deliver on the platform used by the citizen.
- All communications in one place means nothing slips through the cracks.



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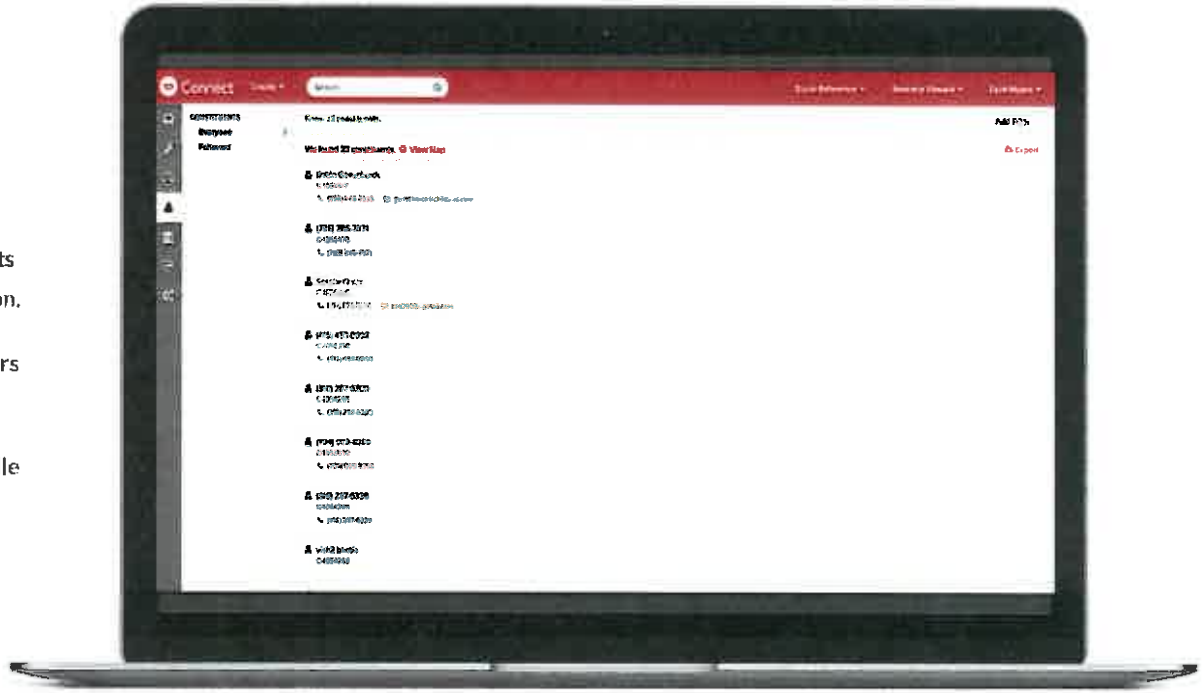
How it Works:
Service Requests

- Communications are turned into Service Requests and exported to agencies with the click of a button.
- Service Requests tasks seamlessly remind workers to follow up.
- No more Post-its and spreadsheets – teams handle more service requests in less time, with less overhead.



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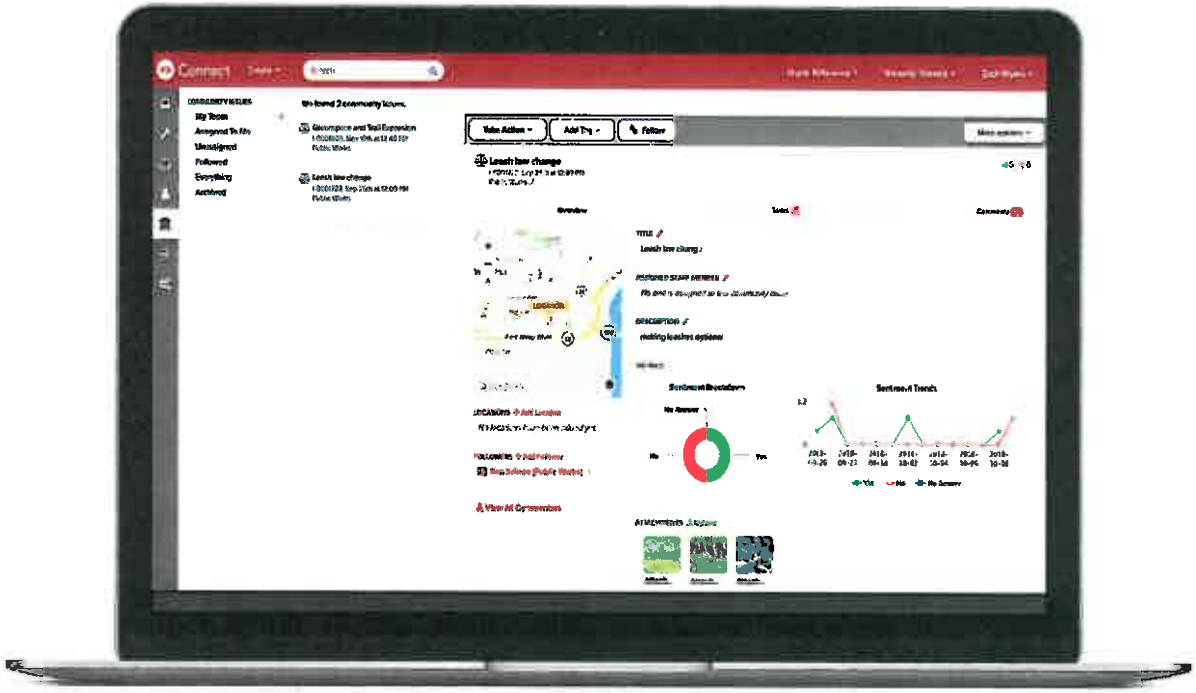
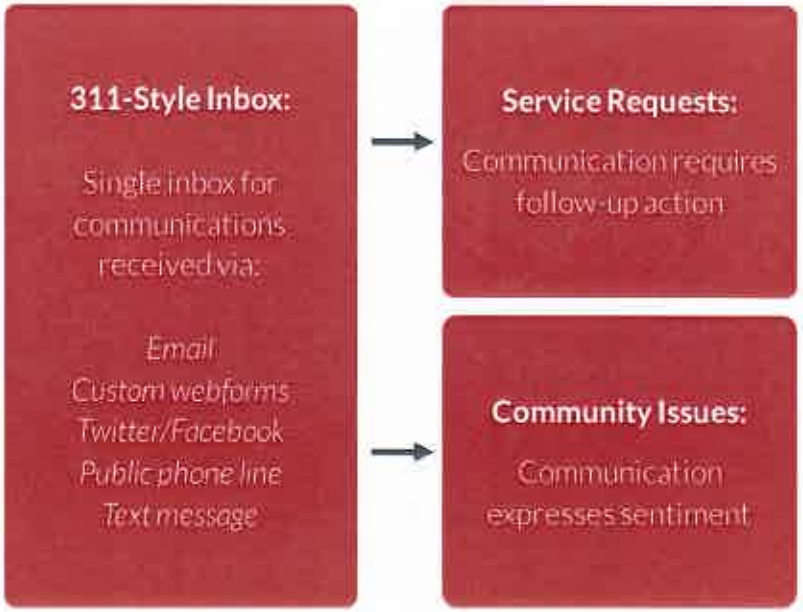
How it Works:
Issues

- Communications about district issues are easily added to reports that track constituent opinions.
- Reports can be exported and shared between teams.
- No set-up required to gain insight into constituent trends and sentiments – reports work out of the box.



CIVICPLUS



CP Connect Simplifies and Measures Workflows

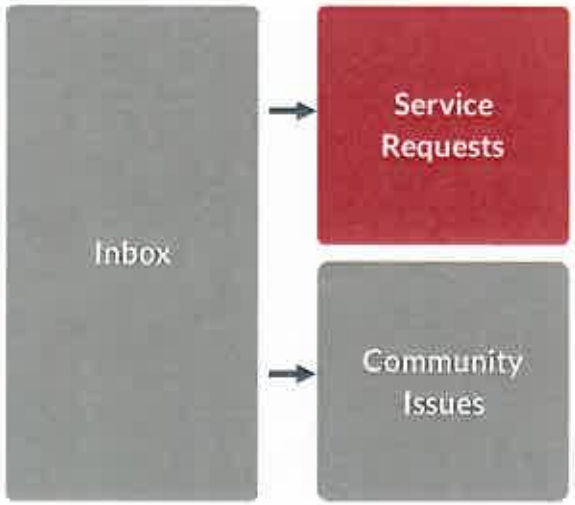
Service Request Functionality

- Manage ownership & track progress of work being done.

Service Request Functionality

- Collect sentiments on issues tracked in [municipality].
- Export and share comprehensive view of public sentiment with stakeholders.

CIVICPLUS



Service Requests Integrated with Existing 311 Systems

Create Work-Order:

- For any service requests created in CP Connect.

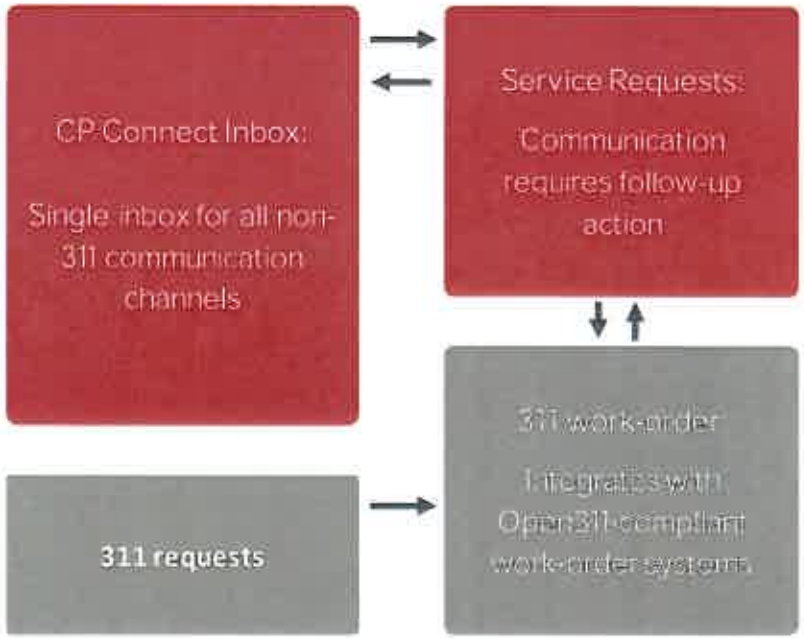
View Status Updates:

- Easily accessible to colleagues handling communications or for constituent to view online.

Update Citizen Upon Completion:

- Automated citizen follow-ups enable responsiveness, transparency, and citizen satisfaction while freeing up time for administrators.

CIVICPLUS



CP Connect captures non-311 communications

Seamless integration with 311

- Turn CP Connect Requests into 311 work-orders.
- Status changes in work-order system update in CP Connect to inform communications with citizens.

CP Connect augments existing 311 system:

- CP Connect simplifies communication with constituents across all communication channels.
- Community issues and analytics provide unseen visibility into all work being done.

CIVICPLUS

Thank You

CivicPlus is THE integrated technology platform for local government. We connect municipal employees and elected officials with the citizens they represent and serve with the simplicity, versatility, and power of our integrated portfolio of local government solutions.

888-228-2233

302 South 4th Street, Suite 500
Manhattan, Kansas 66502

civicplus.com

Host Compliance

HOST COMPLIANCE

Cost-effective solutions to Yachats's short-term rental monitoring and compliance problems

March, 2019

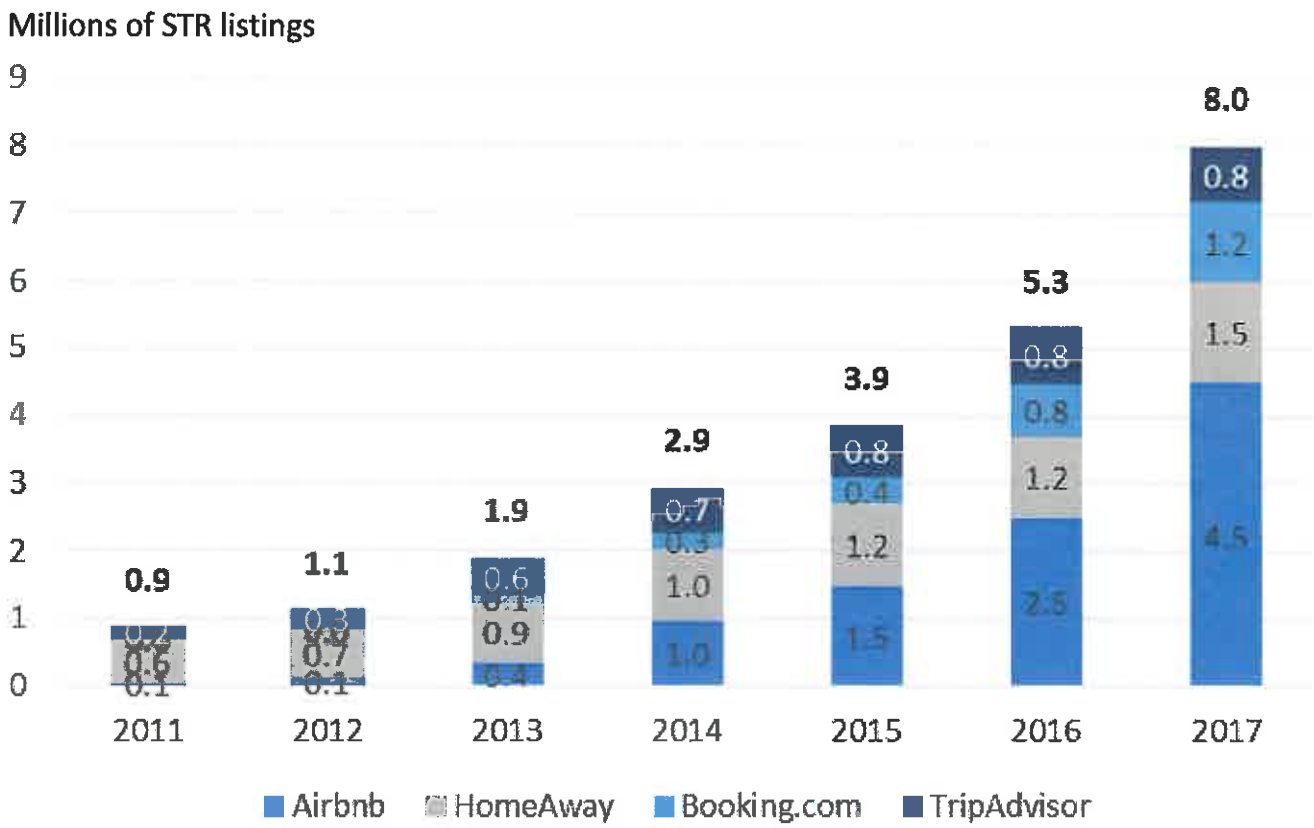
More than 150 leading cities and counties are looking to Host Compliance for guidance, data and solutions to their short-term rental challenges

Check https://hostcompliance.com/clients/ for updates

HOST COMPLIANCE

Market Context: AirBnb, VRBO and 100's of other vacation rental websites have turned vacation rentals into a booming (underground) economy…

The short-term rental market has grown 800% since 2011



Market is fragmenting

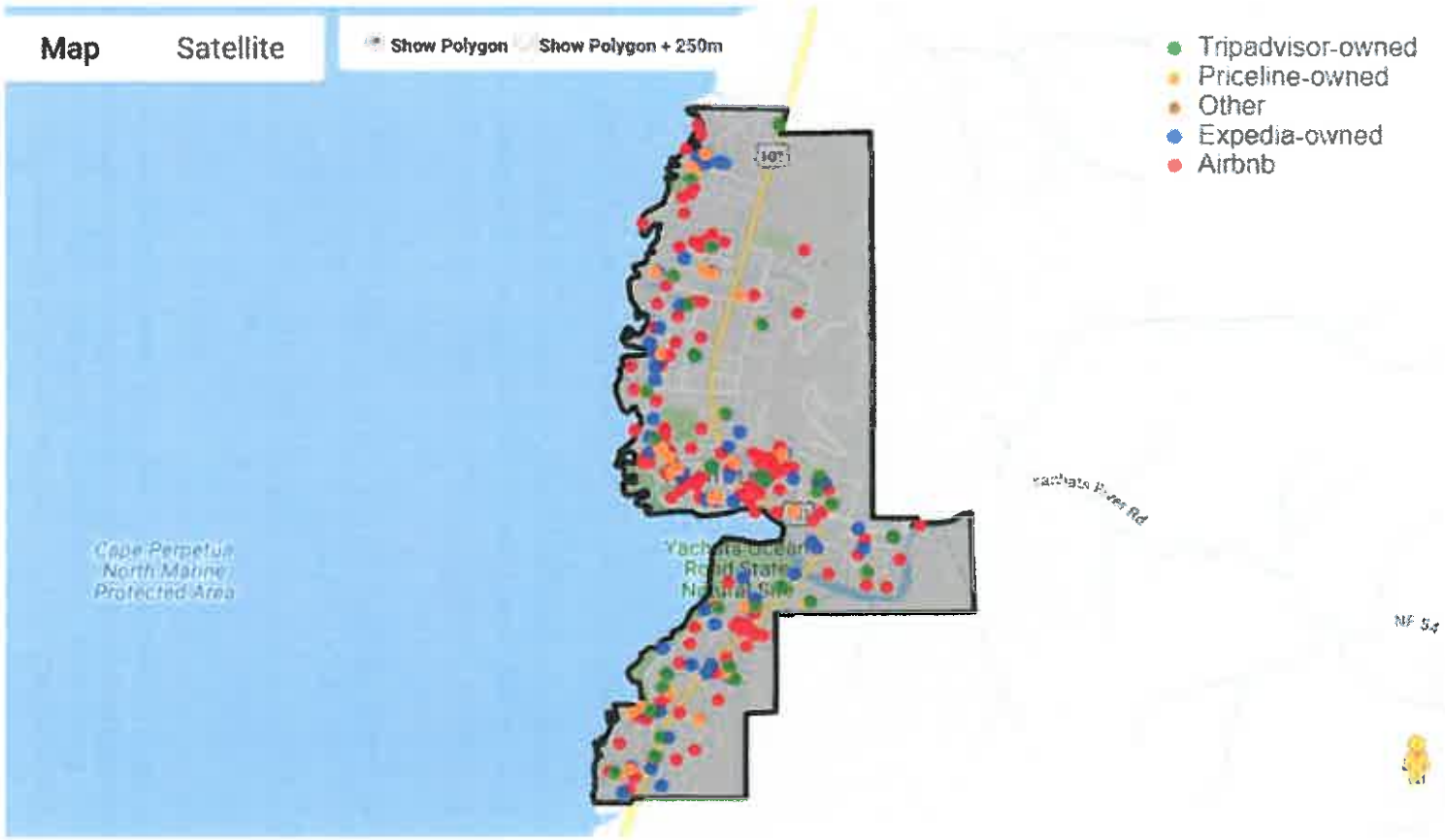
100+ other web platforms

Sources: AirBnB, Expedia, TripAdvisor and Booking.com

HOST COMPLIANCE

…and in Yachats we have identified 307 listings, representing 126 unique rental units*

Short-term rentals in Yachats as of March, 2019



Sources: Host Compliance proprietary data

* Host Compliance's pricing is based on the count of listings and rental units that would need be to analyzed and monitored for compliance. In terms of listings, this number is : 322 as we will expand our search area by several hundred yards beyond the borders of Yachats to capture all relevant listings.

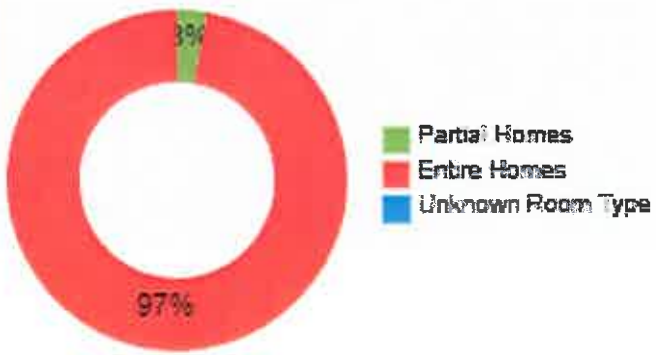
HOST COMPLIANCE

Yachats Data Details

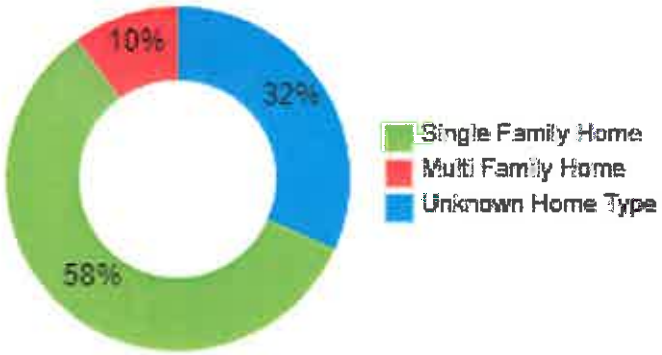
Median Nightly Rate
(USD)

$166

Unit Types

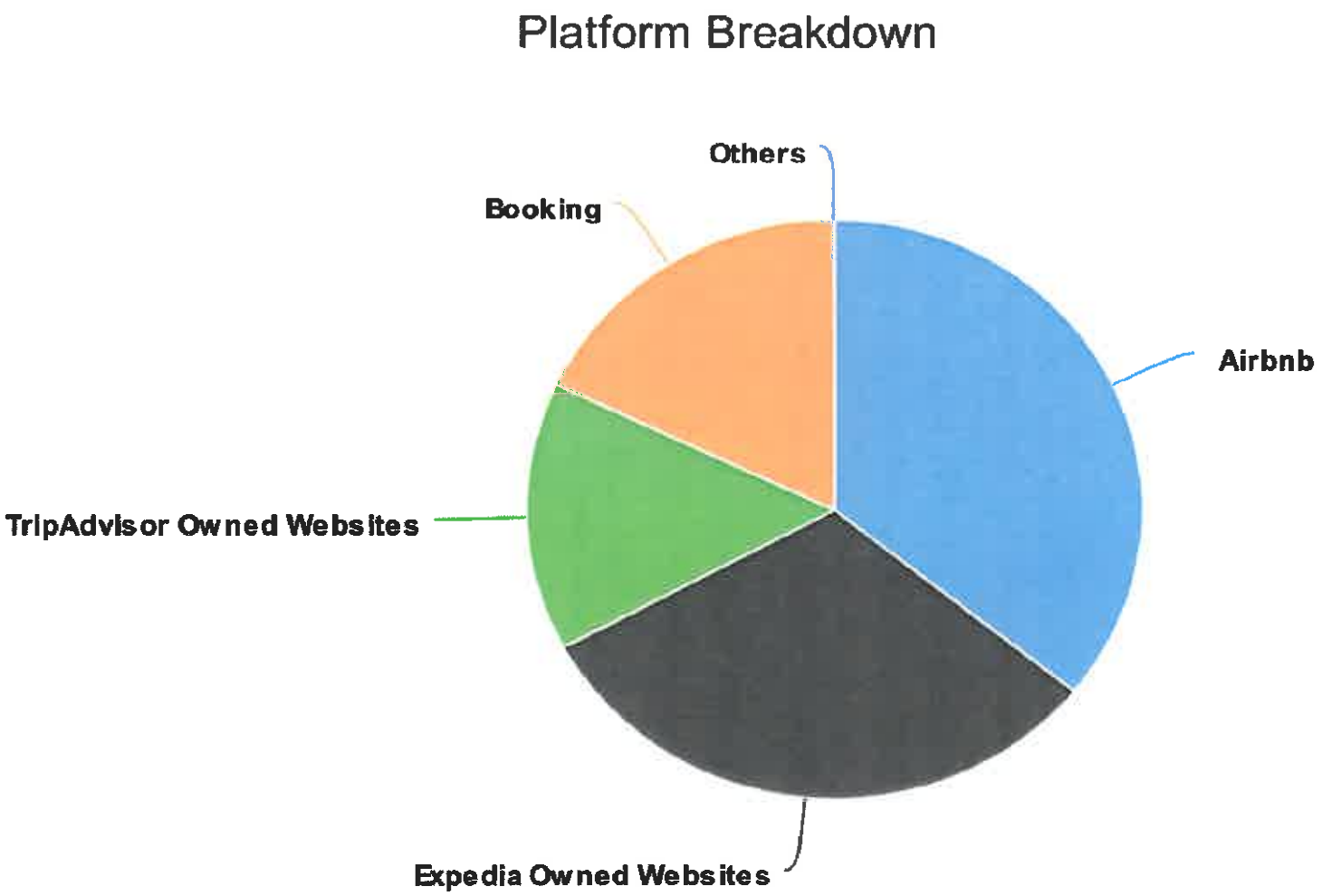


Listing Types



HOST COMPLIANCE

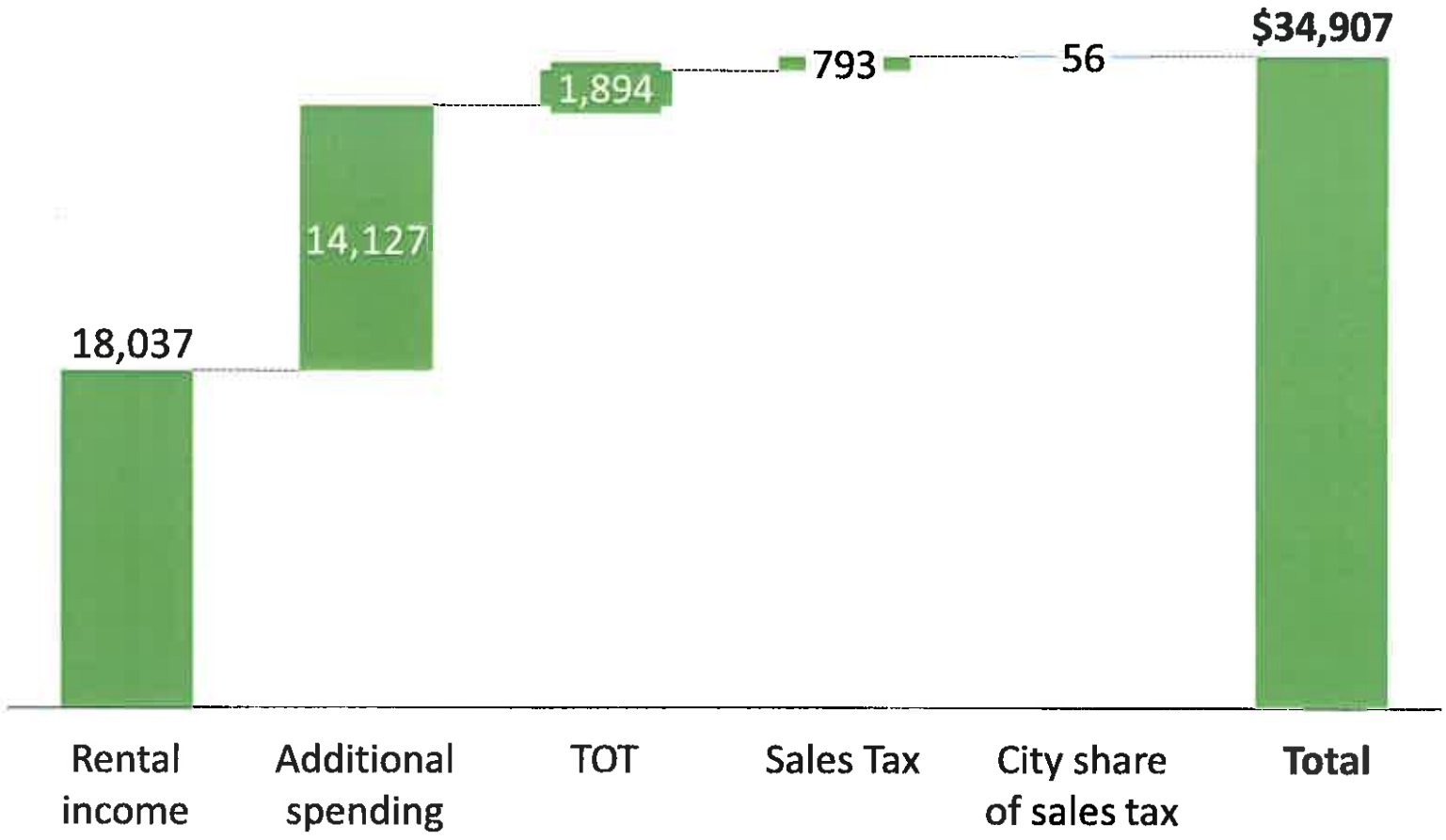
Yachats Host Breakdown Details



HOST COMPLIANCE

The Good: Short-term rentals can drive significant economic growth..

Estimated Annual Economic Impact per STR in the City of San Diego



Source: National University System Institute for Policy Research (October 2015)

HOST COMPLIANCE

The Bad: Short-term rentals can displace long-term tenants, alter the neighborhood character and raise legitimate parking, noise, safety, trash and fairness concerns

Conversion of long-term rentals into STRs can affect housing availability

Increased tourism can change the neighborhood character

Visitors don't always know (or follow) local rules

Short-term renters may not care about keeping good neighborly relations

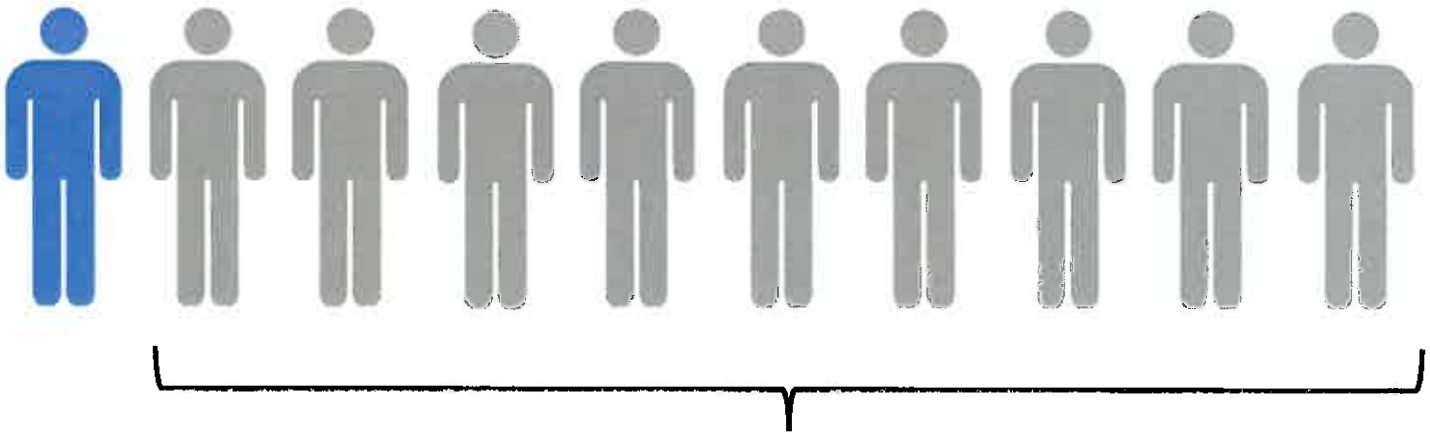
Increased occupancy can have negative trash related side-effects

Unfair competition from VRBOs can cause conflicts and hotel job losses

HOST COMPLIANCE

Without proper enforcement, only a fraction of short-term rentals will get registered and pay their fair share of taxes

IN GENERAL LESS THAN 10% OF STR OWNERS VOLUNTARILY GET A PERMIT AND PAY ALL OF THEIR HOTEL TAXES



Large potential for increasing permit fee and tax collection

HOST COMPLIANCE

Unfortunately manual compliance monitoring and enforcement is ineffective and prohibitively expensive

- ☑ Rental property listings are spread across 100s of different websites
- ☑ Manually monitoring 100s of properties is practically impossible as listings are constantly added, changed or removed
- ☑ Address data is hidden from listings making it time-consuming or impossible to locate the exact properties and identify owners
- ☑ It is practically impossible to collect taxes as there is no easy way to find out how often the properties are rented and for how much
- ☑ The vacation rental platforms refuse to provide the detailed data necessary for enforcing local ordinances
- ☑ Manual compliance monitoring and complaint-based enforcement often leads to claims of selective enforcement

HOST COMPLIANCE

Ways we can help

Mobile Enabled Permitting and Registration: Mobile/web forms and back-end systems for streamlining Yachats's permitting and registration processes and capturing payments, signatures and required documents

Address Identification: Online dashboard with complete address information and screenshots of all identifiable STRs in Yachats's jurisdiction

Compliance Monitoring: Ongoing monitoring of STRs for zoning and permit compliance coupled with systematic outreach to illegal short-term rental operators (using Yachats's form letters)

Rental Activity Monitoring and Tax Collection Support: Ongoing monitoring of Yachats's STR listings for signs of rental activity. Enables data-informed tax compliance monitoring and other enforcement practices that require knowledge of STR activity level

Dedicated Hotline: 24/7 staffed telephone hotline for neighbors to report non-emergency STR problems

HOST COMPLIANCE

Affordable modular pricing tailored to Yachats's needs

Mobile Registration **$5,000 /yr**

Address Identification **$8,694 /yr**

Compliance Monitoring **$1,890 /yr**

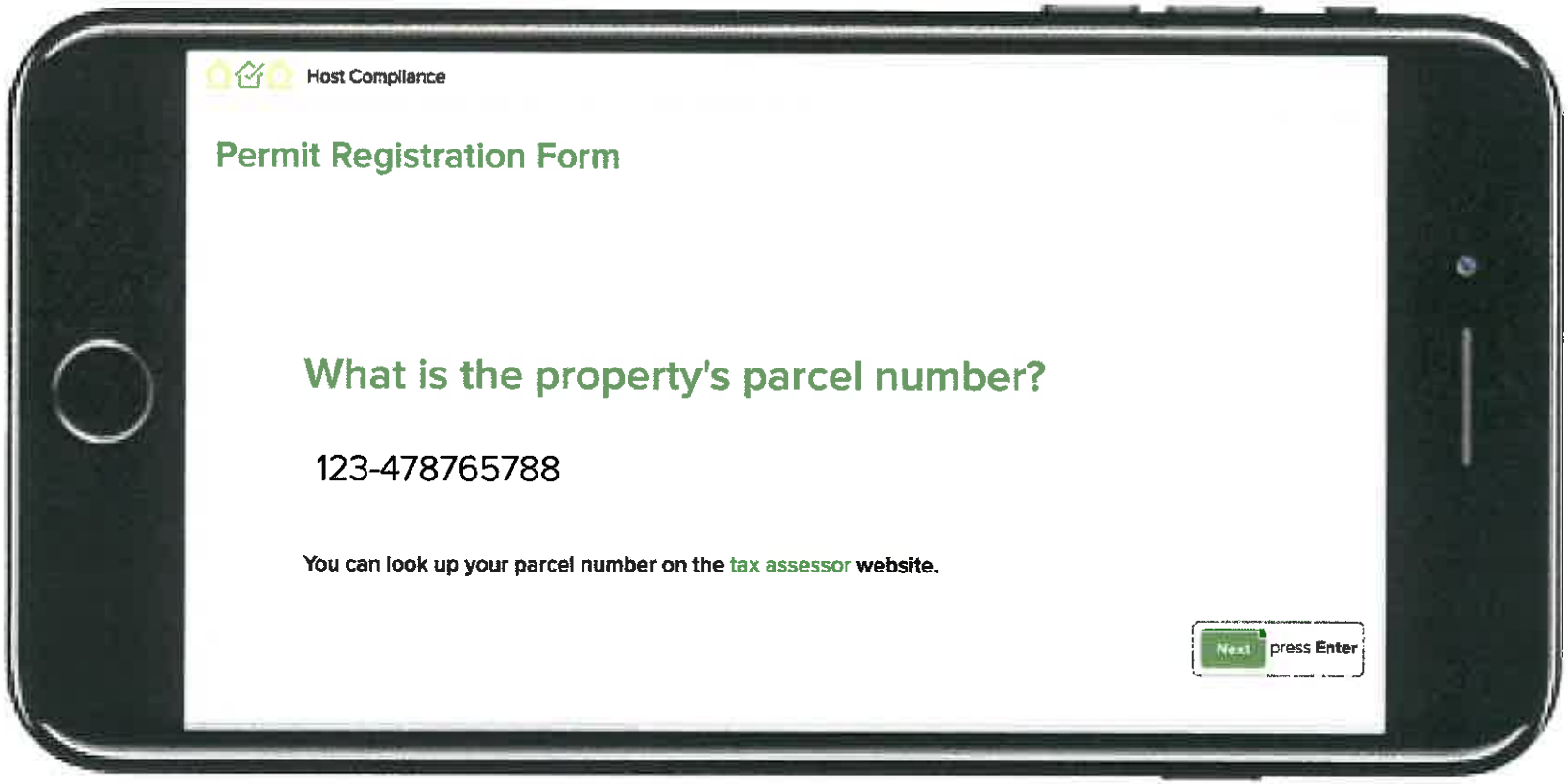
Rental Activity Monitoring **$2,520 /yr**

24/7 Dedicated Hotline **$1,512 /yr**

Note: Above pricing assumes 322 short-term rental listings and based in USD. Host Compliance would be happy to discuss alternative SOWs, contract terms, contract durations and pricing structures if that would be of interest.

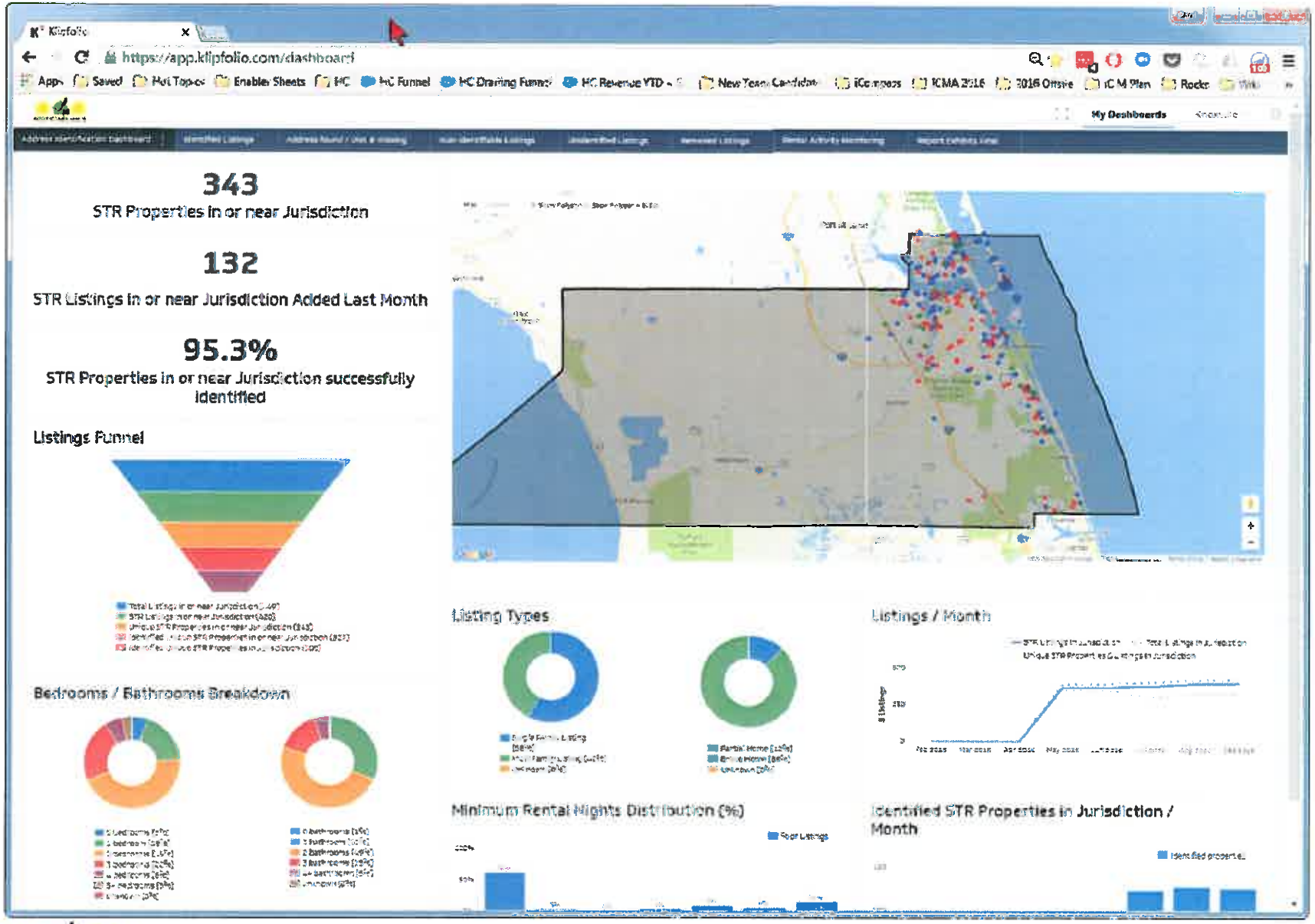
HOST COMPLIANCE

Mobile Enabled Permitting and Registration: Simplify Yachats's registration/permitting process and significantly reduce the administrative costs on the back-end



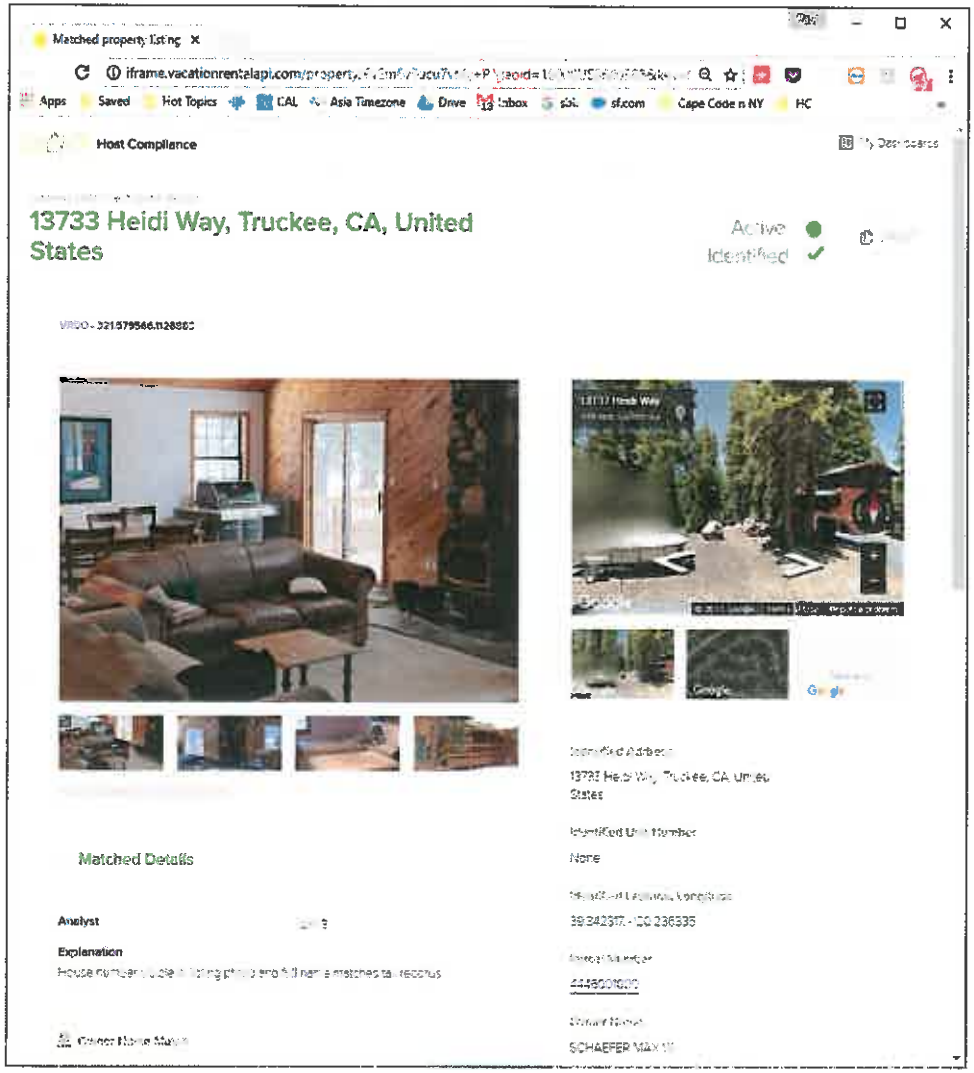
HOST COMPLIANCE

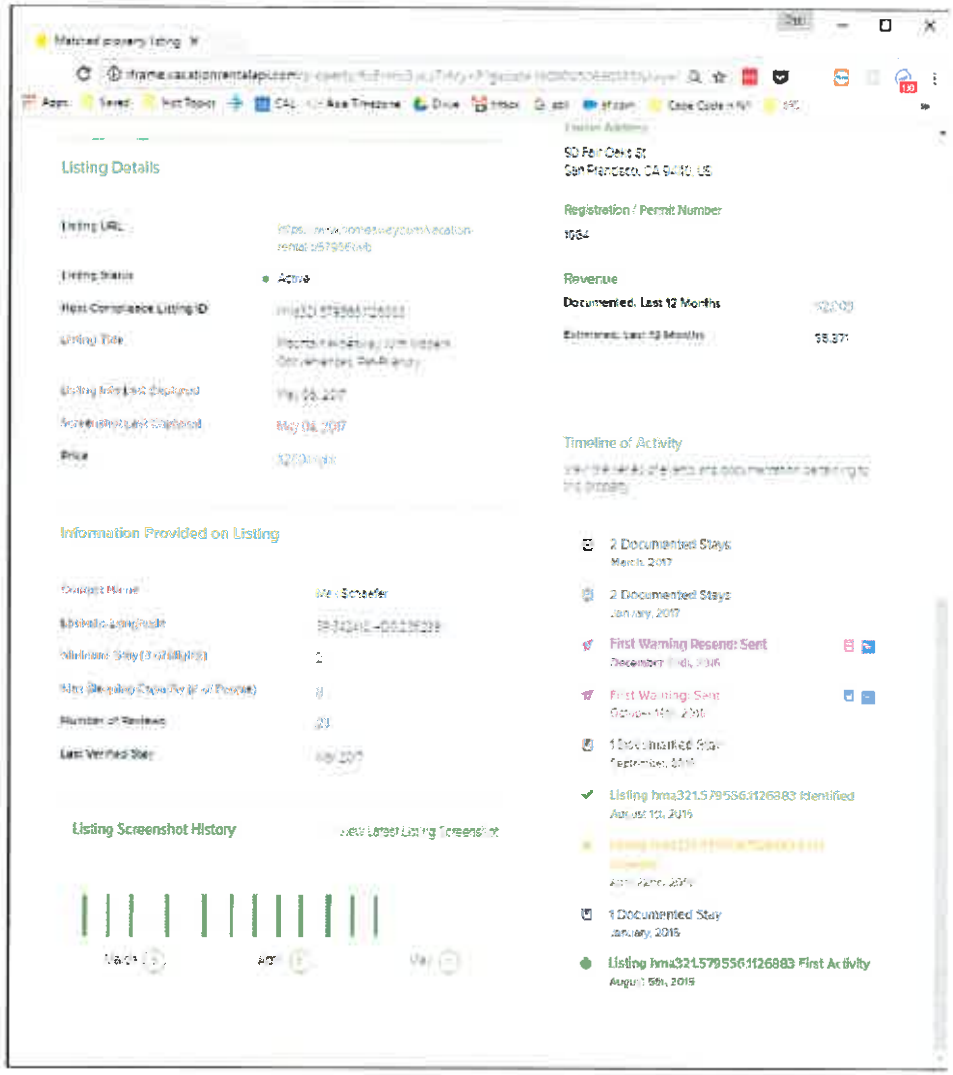
Address Identification: Get weekly reports on Yachats's short-term rental activity incl. complete address information and screenshots of all identifiable STRs



HOST COMPLIANCE

Address Identification: Complete listing information and screenshots of all identifiable STRs





HOST COMPLIANCE

Klipfolio | Vacation Rentals All Dat...

https://app.klipfolio.com/dashboard

Apps | Saved | Hot Topics | Enabler Sheets | HC | HC Funnel | HC Drafting Funnel | HC Revenue YTD - S... | New Team Candidate | iCompass | ICMA 2016 | 2016 Offsite | JC M Plan | Rocks | Wiki

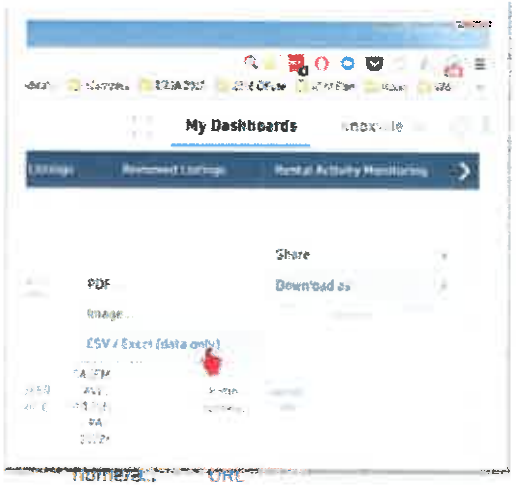
HOST COMPLIANCE

My Dashboards | Knoxville

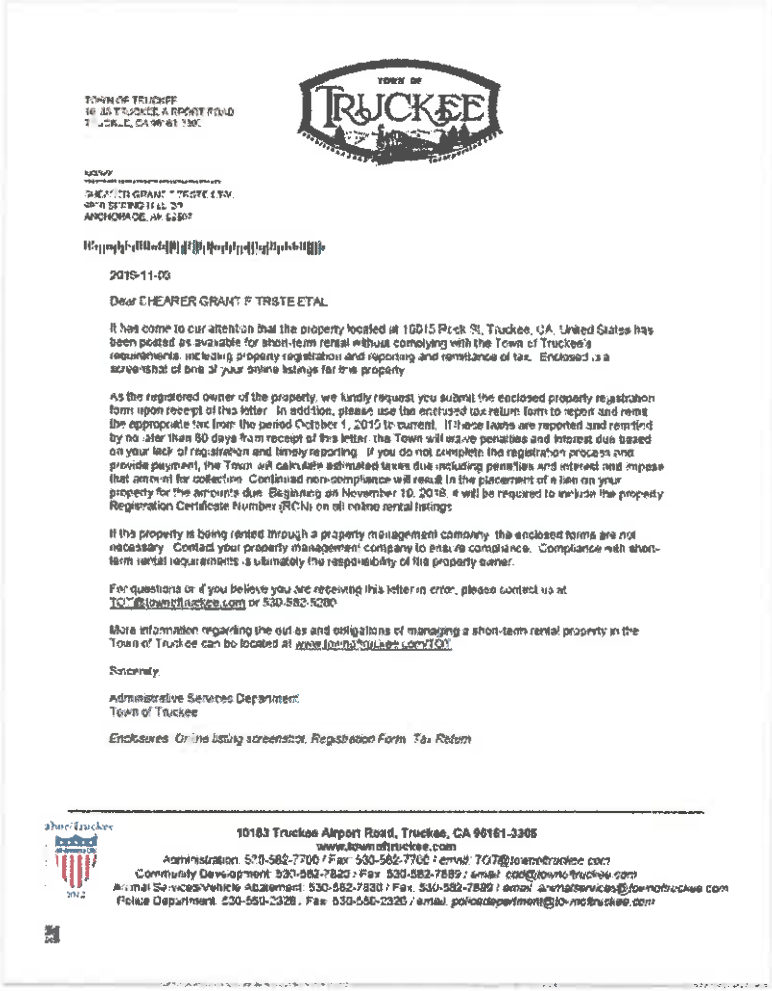
Identified Listings | Address found / Unit # missing | Non-identifiable Listings | Unidentified Listings | Removed Listings | Rental Activity Monitoring

Listings that have been identified

Parcel Number	Host Compliance Listing ID	Meets STR Definition	Listing's First Activity Date	Listing Site	Listing Title	Listing URL	Identified Address	Identified Unit Number	Identified Jurisdicti...	Owner Name	Owner Address	Listing's Minimum Nights Require...	Listing Room Type	Match Validation Page	Short-term Rental Permit Number	Short-term Rental Policy
34384...	fli2129...	true	Sep 08, 2016	fli	NEW! Lovely 2BR Hobe Sound House w/Priv... Porch!	https:/... sound-vacatio... rentals...	7063 Southe... Bluebird Circle, Hobe Sound, FL, United States		Uninco... Martin County	KIEFER ERIC C	2801 SAGEM... AVE, PITTSB... PA 15226		Entire home/a...	Validat... URL		
26394...	fli4917...	true	Sep 08, 2016	fli	Tropical Home with heated pool & wifi near beaches	https:/... sound-vacatio... rentals...	11900 Indian River Drive North, Hobe Sound, FL, United States		Uninco... Martin County	JAFFE, ALAN & LINDA	11910 SE INDIAN RIVER DR N, HOBE SOUND, FL 33455		Entire home/a...	Validat... URL		
31374...	fli8989...	true	Sep 08, 2016	fli	BEACH... BEAUTY Hutchi... Isl Marriott Resort!	https:/... island-condo-rentals...	379 Northe... Tradew... Lane, Stuart, FL, United States	1-104	Uninco... Martin County							
05384...	fli1138...	true	Sep 08, 2016	fli	The Tree House	https:/... vacatio... rentals...	512 South... Saint Lucie Crescent, Stuart, FL,		Stuart	BURRO... ALAN S	512 SW ST LUCIE CRES, STUART, FL 34994					



Compliance Monitoring: Put Yachats's outreach efforts on auto-pilot by outsourcing the mailing of notices to non-compliant short-term rental operators



TOWN OF TRUCKEE

TOWN OF TRUCKEE
10183 TRUCKEE AIRPORT ROAD
TRUCKEE, CA 96161-3305

[redacted]
CHEARER GRANT F TRSTE ETAL
[redacted]
ANCHORAGE, AK 99507

2015-11-03

Dear CHEARER GRANT F TRSTE ETAL

It has come to our attention that the property located at 10015 Pinch St, Truckee, CA, United States has been posted as available for short-term rental without complying with the Town of Truckee's requirements, including property registration and reporting and remittance of tax. Enclosed is a screenshot of one of your online listings for the property.

As the registered owner of the property, we kindly request you submit the enclosed property registration form upon receipt of this letter. In addition, please use the enclosed tax return form to report and remit the appropriate tax from the period October 1, 2015 to current. If these taxes are reported and remitted by no later than 60 days from receipt of this letter, the Town will waive penalties and interest due based on your lack of registration and timely reporting. If you do not complete the registration process and provide payment, the Town will calculate estimated taxes due including penalties and interest and impose that amount for collection. Continued non-compliance will result in the placement of a lien on your property for the amounts due. Beginning on November 10, 2015, it will be required to include the property Registration Certificate Number (RCN) on all online rental listings.

If the property is being rented through a property management company, the enclosed forms are not necessary. Contact your property management company to establish compliance. Compliance with short-term rental requirements is ultimately the responsibility of the property owner.

For questions or if you believe you are receiving this letter in error, please contact us at TOT@townoftruckee.com or 530-582-5280.

More information regarding the duties and obligations of managing a short-term rental property in the Town of Truckee can be located at www.townoftruckee.com/TOT.

Sincerely,

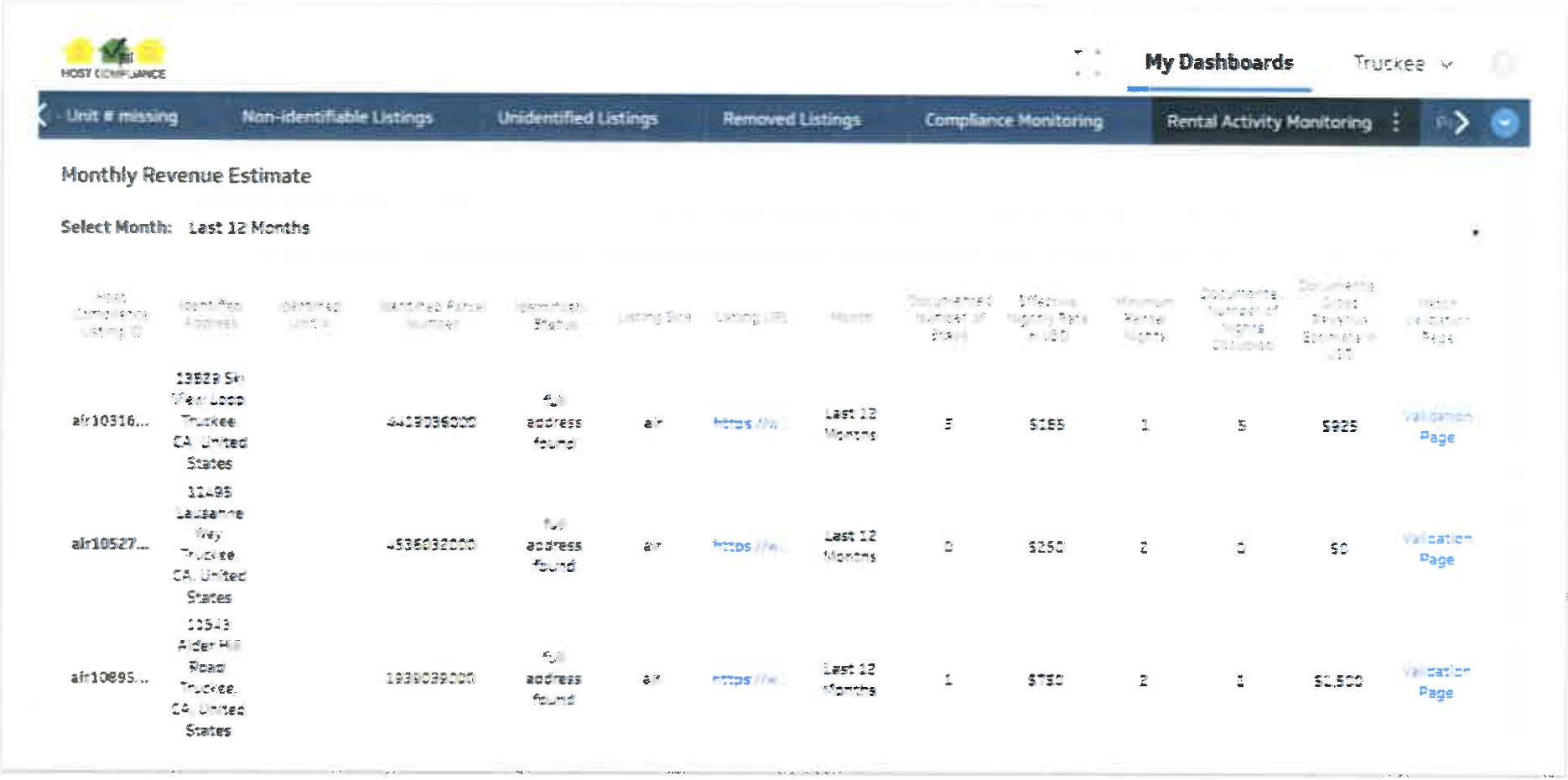
Administrative Services Department
Town of Truckee

Enclosures: Online listing screenshot, Registration Form, Tax Return

10183 Truckee Airport Road, Truckee, CA 96161-3305
www.townoftruckee.com
Administration: 530-582-7700 / Fax: 530-582-7705 / email: TOT@townoftruckee.com
Community Development: 530-582-7820 / Fax: 530-582-7889 / email: cdd@townoftruckee.com
Animal Services/Vehicle Abatement: 530-582-7830 / Fax: 530-582-7889 / email: animalservices@townoftruckee.com
Police Department: 530-550-2328 / Fax: 530-550-2325 / email: policedepartment@townoftruckee.com

HOST COMPLIANCE

Rental Activity Monitoring: Easily identify tax fraud and prioritize and initiate tax audits by monitoring Yachats's STR listings for signs of rental activity



HOST COMPLIANCE

24/7 STR Hotline: Make it easy for neighbors to report, prove and resolve non-emergency STR related problems in real-time

Step 1

Concerned neighbor calls 24/7 short-term rental hotline

Step 2

Complainant provides info on alleged violation and is asked to provide photo, video or other proof of alleged violation

Step 3

If property is registered, Host Compliance immediately calls host to seek resolution

Step 4

Problem solved or escalated -- Complaints saved in database so serial offenders be held accountable

HOST COMPLIANCE

HOST COMPLIANCE

My Dashboards | Knoxville

Non-identifiable Listings | Unidentified Listings | Removed Listings | Compliance Monitoring | Rental Activity Monitoring | Short-term Rental Hotline

Short-term Rental Hotline

Call ID	Call Time	Caller Name	Caller Callback Phone	Call Recordin...	Reported Address	Reported Issue	Property Permit/... Number	Property Permit Contact Number	Call Contact Person for Propert...	Contact Person Acknowl. Call	Caller Request Automa... Callback?	Caller Indicated Problem Resolved	Caller Transfer... to Police	Caller Provided Evidence
14579...	3-Feb-2017 14:50:27	Ulrik Binzer	415-715-9280	Record...	120 S Cortez St , Presco... AZ	Nuisance at a Short-term Rental: noise: A lot of noise at the property for a few hours and wants someone to look into it	12345	203-23399...	true	true	true			Eviden...
14580...	3-Feb-2017 15:16:58	Ulrik Binzer	857-928-0955	Record...	120 S corcez street, Presea... AZ	Nuisance at a Short-term Rental: loud party: please call (857)928-0955	12345	203-23399...	true	true	true			Eviden...
15534...	13-Mar-2017 05:43:20	ANONY...	--	Record...	513 Copper Bason rd, Presco... AZ	Unlicensed Short-term Rental: If this property is license the property owner needs to post the license			false		false			
14671...	8-Feb-2017 18:33:26	Kate Dutton	415-539-7921	Record...	120 S. Cortez, Presco , AZ	Nuisance at a Short-term Rental: loud party: very noisy. they are just trying to have some quiet time and it is	12345	203-23399...	true	true	true	true	false	Eviden...
14939...	20-Feb-2017 09:20:41	BOB INTEM...	928-239-5686	Record...	423 PARK AVE , preskit, AZ	Unlicensed Short-term Rental: Rental is not licensed and is posted as a min. 1 night stay. Ronda is the listing name. 109-08-027D			false		false			
14941...	20-Feb-2017 10:28:14	Sue Knaup	928-541-9641	Record...	, Presco .. Arizona	: There is a vacation rental above them. she has submitted plenty of complaints. 928-541-9641 .			false		false			
15110...	27-Feb-2017 11:30:47	Tom Martin	928-445-3580	Record...	1607 Idylwild Rd, Presco... AZ	Unlicensed Short-term Rental: In regards to structure at location, only one window, lack of smoke detectors, and faulty electrical.			false		false			Eviden...

Benefits to using Host Compliance's services

- ☑ Ensures fair, continuous and consistent compliance monitoring and enforcement
- ☑ Frees up valuable staff time that can be focused on higher-value added activities
- ☑ Minimizes noise, parking and trash violations
- ☑ Minimizes the impact on local law and code enforcement agencies as complaints are first handled by our 24/7 hotline and routed to the appropriate property owner before further enforcement actions are triggered
- ☑ Maximizes Yachats's tax and permit fee collections
- ☑ REVENUE POSITIVE – in most cases, the additional permitting fees alone pays for Host Compliance's services several times
- ☑ Requires NO up-front investment or complicated IT integration -> we can be up and running in a couple of weeks
- ☑ **6 MONTH UNCONDITIONAL MONEY BACK GUARANTEE!**

HOST COMPLIANCE

City of Yachats 2018 Complaint Log

Complaint Number	Date Received	Complaint Made by	Complaint	Location	Written Form Received	Assigned to	Justified/Upheld	Action Taken	Update	Updated Complaintant	Outcome	Closed (Y/N)	Date & Initials
2018-05-004	7/9/1905	Multiple owners	Camper trailer in the right of way on 7th & King		Written	Joan Davies, Julie Rosenfield, Shannon Beaucaire	Yes	Letter delivered, trailer tagged, trailer towed and stored at Dahl, will dispose after 45 dys			Judy called Dahl - trailer picked up & release.	Pending	6/6/2018
2018-05-001	5/4/2018	Owner on W 3rd	advertising on facebook selling bread out of house & have drve in traffic - no business license, nor is a legal kitchen		Phone	Kimmie Jackson	Yes	5/4/18- Called landlord to notify and advise tenant to cease doing business			Pending response from landlord and action taken	Yes	5/6/2018
2018-05-002	5/18/2018	Maxine Sheets-Johnstone	Overgrown weeds and in need of mowing		Written		Yes				Lot cut	Closed	QS 6/21/18
2018-05-003	5/25/2018	Deb Pederson	Overgrown weeds and in need of mowing	479 Yachats River Rd.	Phone	Larry Lewis	Yes	Letter sent to David Russell			Pending respone to letter. 6/5/18- Owner complied. Also sprayed weeds. Notifed Deb Pederson of compliance	Yes	6/5/18 KJ
2018-06-005	6/5/2018	Lynn Dimmick	Overgrown weeds and in need of mowing	624 Pacific View Dr	Phone	Larry Lewis/Quinton	Yes	5/8/18- Ltr sent to Casto	6/11/18 - need status	6/7/2018-mail	Brother cleared driveway in June; someone cleared hillside in mid-July.	Yes	QS 7/27/18
2018-06-006	6/5/2018	Debra Rufener	Overgrown weeds and in need of mowing	558 Hwy 101 S	Phone	Larry Lewis	Yes	5/8/18- Ltr sent to Doria	6/11/18 - need status	6/7/2018 - email	Not in compliance 7/9/18; will check with Will Williams and re-contact owner	Yes	8/9/2018
2018-06-007	6/6/2018	Rhonda Moran & Mrs. Green	Illegal Vacation Rental - no license	400 Coolidge Ln	Walk-In	Kimmie Jackson	Yes	6/7/18-sent ltr re violation.	6/21/18 response from owner	6/27/18 letter from city declaring violation	Talked with Cribbs for an hour 7/2; she will dial back to allowed number of guests; will monitor for summer.	Yes	10/1/2018
2018-06-008	6/11/2018	Linda Hetzler	Illegal Vacation Rental - no license	241 E 2nd St	Phone	Kimmie Jackson	Yes	6/12/18 sent ltr re possible violation	Not a VR	6/12/18-mail	Not a VR	Yes	6/25/2018
2018-06-009	6/13/2018	John Waide	overgrown vegetation	adjacent to 104 Spring Hill Road	Written	Quinton		Investigating; bank owned. Foreclosure auction may be June 29. Continue to track.	No one bid at auction 6/29. Reverts to Bank of America. Will continue to track.	Talked to Waide 6/25/18	Pemco Insurance contacted 8/3/2018 asking for information!	Cleaned up 9/7/2018	QS 9/12/2018
2018-06-010	6/19/2018	Kathy Perkins	Camper trailer parked at vacation rental	508 Bayview Terrace	Phone	Quinton	Yes	Called SeaNik VR management; said they will get trailer moved			Moved travel trailer Thursday afternoon	Closed	QS 6/21/18
2018-06-011	6/25/2018	City	Two overgrown lots on Coolidge Lane	Lot 1604/3	Observed	Quinton	Yes	Notice mailed to Joe & Charlotte Murray on June 25.	Contacting contractors		Contracting with Will Williams to mow both	Closed	QS 7/9/18
2018-06-012	6/22/2018	City	Tenant parking 2 cars in rightOof-way on King St.	King St.	Observed	Quinton	Yes	Apartment owner Mary Deriberprey called to discuss options for moving car of tenant; 541-547-5216	She will seek another place for cars				
2018-06-013	6/12/2018	John & Ann Pusey	Overgrown vacant lot	Lot 18, Block 2, Aqua Vista	Written	Quinton	Yes	Notice letter sent 6-26-2018 to owners, Stephen & Jacqueline Cutler			Owner cleared lot	Yes	QS 7/5/2018
2018-06-014	6/12/2018	City	Overgrown vacant lot	Lot 16, Block 2, Aqua Vista Loop	Observed	Quinton	Yes	Notice letter sent 6-26-2018 to owner, Patricia McMullen	Contacting contractors		Lot cleanup finished 7/11/18	Yes	QS 7/13/18
2018-06-015	6/22/2018	City	Overgrown vacant lot	Lot 20, Block 2, Driftwood Lane	Observed	Quinton	Yes	Notice sent 6-26-18 to owner, Devito.	Called 7-10 to ask for more time; contacting		Mowed 7/19/18	Yes	QS 7/20/18

City of Yachats 2018 Complaint Log

									contractor to mow.				
2018-06-016	6/26/2018	Kathy Perkins	Travel trailer at VR	523 Yachats Ocean Road	Phone	Quinton	Yes	Called new Vacasa rep David Wilson, 503-812-8148.			Trailer moved same day.	Yes	QS 6/27/2018
2018-06-017	6/26/2018	Paul Thompson	RV and tents parked at house under construction	Ocean View Drive	Written	Quinton	No	Not against code; talked with construction crew to ask them to keep extra cars out of right of way.			Called Thompson to let him know; talked to crew boss.	Yes	QS 6/27/2018
2018-06-018	6/26/2018	Lynn Dimmick	Overgrown lot/noxious weeds	696 Pacific View Drive	Phone	Quinton	Yes	Letter to owners, Holgate Apostolic Church, Portland	Sent new letter 7/9/18 to new address in Silverton; has until July 25.	Ron Jones, Silverton: 971-322-8078; Jones RD1@Frontier.com	Sent certified letter 7/27 to Silverton address; QS will contact contractors to clean up lot.	Contractor cleaned and billed church; paid and all good 9/10/2018	QS 9/12/2018
2018-06-019	6/27/2018	by Phone	Overgrown lot/noxious weeds	near corner of Marine Drive and Hwy. 101	Phone	Quinton	yes	Letter to owers, Harris/Eisenberg	Conacted Will Williams; on his schedule for week of July 23.		Mowed 7/11/18	Yes	QS 7/12/18
2018-07-020	7/2/2018	Nancy & Bruce Rawles	Overgrown lot/noxious weeds	471 Overlook Drive	email	Quinton	yes	Letter to owners, Criscione	Contacting contractor for bid	Still working with owner 7/26/18	Cleaned up 7/27/18	Yes	QS 7/27/18
2018-07-021	7/2/2018	James Johnson	Overgrown lot/noxious weeds	corner of Jennifer/Lori lane, Quiet Water	Written Form Received	Quinton	yes	Letter to owners, Lyons	emailed 7/10 to ask for more time; are seeking contractor.	Searose scheduled to clean lot	Mowed 7/27/18	Yes	QS 7/30/18
2018-07-022	7/5/2018	QSmith	Overgrown lot/noxious weeds	212 Yachats Ocean Road	Observed	Quinton	yes	Letter to owner, Welch	Called 7/10 to say contacting contractor to clear lot.	Andy Draper is clearing, slowly. 7/26/18	Finished 8/6/2018	Yes	QS 8/6/18
2018-07-023	7/5/2018	QSmith	Overgrown lot/noxious weeds	Eighth St/east of Hwy. 101	Observed	Quinton	yes	Letter to owner, Morrow			Mowed 7/19/18	Yes	QS 7/20/18
2018-07-024	7/5/2018	QSmith	Overgrown lot/noxious weeds	Eighth St/east of Hwy. 101	Observed	Quinton	yes	Letter to owner, Cavallo	Contacting contractor		Mowed 7/19/18	Yes	QS 7/20/18
2018-07-025	7/5/2018	QSmith	Overgrown lot/noxious weeds	Sixth St/Hway 101	Observed	Quinton	yes	Letter to owner, Lindsley			Cleaned up part interfering with road.		
2018-07-026	7/5/2018	QSmith	Overgrown lot/noxious weeds	Yachats Ocean Road	Observed	Quinton	yes	Letter to owner, Campbell			Mowed 7/16 but 10-15 foot swath remains after more accurate mowing of lot to north. Sent letter 8/6 asking to cut swath.	Yes	8/29/2018
2018-07-026	7/6/2018	Barbara Shepherd	Decrepit RV parked on Dollar General lot adjacent to her Village Bean drive-through coffee shop	Hwy. 101	Email and Text	Quinton	No	RV is on private property; advised to talk to store manager to move to back of lot or away from coffee shop	Barbara Shepherd talked with manager; not pleasant but RV moved next day.				QS 7/11/18
2018-07-027	7/6/2018	Don Groth/Qsmith	Overgrown lot/noxious weeds	177 Reeves Circle	Written Form Received	Quinton	Yes	Letter to owner and to Sweet Homes Rentals			Mowed	Yes	QS 7/11/18
2018-07-028	7/6/2018	Don Groth/Qsmith	Overgrown lot/noxious weeds	Southeast corner of Reeves Circle	Observed	Quinton	Yes	Letter to owner, Holland-Sheehy	Contracted with Searose to clean up; met with Rich from Searose 7/26 to go over project.		Cleaned up east, south and west edges	Yes	QS 7/30/18
2018-07-029	7/9/2018	QSmith	Overgrown lot/noxious weeds	Corner of Marine Drive and Driftwood Lane	Observed	Quinton	Yes	Letter to owner - Lewis; 775-787-1591	Contacting contractors 7/13	Contracted wth Searose to clean up	Mowed 7/19	Yes	QS 7/20/18
2018-07-030	7/11/2018	QSmith	Rubbish/debris on private property creating hazard	160 W. Second St.	Observed	Quinton	Yes	Shannon meeting with owner, Lisa Fogg	Fogg will work with Don Daugherty to clean up and move him.	Sent YMC code references to Fogg by email	Cleaned up week of Aug. 6	Yes	QS 8/13/2018

City of Yachats 2018 Complaint Log

2018-07-031	7/11/2018	Public complaint	RV parked behind 501 Building for 2 days; has been parking all over town.	501 Building	Observed	Quinton	Yes	Put 72-hour impoundment notice on door	Working on longer term solution				
2018-07-032	7/16/2018	QSmith	Overgrown lot/noxious weeds	Hwy 101 and Marine Drive	Observed	Quinton	Yes	Letter to owner - Clark (503-730-7450)	Same issue last year		Mowed 7/27/18	Yes	QS 7/30/18
2018-07-033	7/16/2018	QSmith	Overgrown lot/noxious weeds	Marine Drive, 4 lots west of Hwy 101	Observed	Quinton	Yes	Letter to owner - Morrow	Williams to mow 7/27/18		Mowed 7/27/18	Yes	QS 7/30/18
2018-07-034	7/17/2018	Citizen	Camping on Little Log Church property	LLC	Written Form Received	Quinton	Yes	Put note on tent to move by 5 p.m., which they did			Moved by deadline	Yes	QS 7/17/18
2018-07-035	7/17/2018	QSmith	Overgrown lot/noxious weeds	336 Second St.	Observed	Quinton	Yes	Letter to owner - Hawley		Certified letter to owner Aug. 13. City hiring Searose Home & Yard to clean up.	Owner paid Searose	Yes	9/6/2018
2018-07-036	7/18/2018	QSmith	Overgrown lot/noxious weeds	484 Overlook Drive	Observed	Quinton	Yes	Letter to owner - Toler	Contractor to clean up 7/27/2018		Cleared 7/27	Yes	7/27/2018
2018-07-037	7/18/2018	QSmith	RV parked longer than 14 days	160 Second St.	Complaint	Quinton	Yes	Talked to owner, Mark Taylor of Roadrunner Rocks. Will move by Monday, July 23.			Owner dealing with issue	Yes	7/25/2018
2018-07-038	7/23/2018	QSmith	Garbage cans out all week (regularly) at vacation rental	655 Marine Drive	Observed	Quinton	Yes	Email to owners, Remlinger		Owner contacting Dahl to fix problem.		Yes	7/26/2018
2018-07-039	7/26/2018	QSmith	Home being used as vacation rental	390 Horizon Hill Road	Phone question by neighbor	Quinton	TBD	Neighbor not sure whethe to complain, yet					
2018-07-040	7/26/2018	QSmith	RV camper parked overnight in no camping zone; does this frequently, lately.	4th street downtown	Observed by city hall staff	Quinton	Yes	Asked to move			Camper said was leaving for Montana	Yes	7/26/2018
2018-07-041	7/28/2018	QSmith	Illegal tent camper on LL Church property	downtown	Church board member	Quinton	Yes	Second violation; put note on tent to move and 3rd violation will be confiscation.			Moved by 5 p.m. deadline	Yes	7/30/2018
2018-08-42	8/1/2018	Katrine Wynne	Music too loud at Yachats Sunday Market	Fourth & Hwy. 101	Written complaint	Quinton	No	Not against code; internal problem with market.			Letter to complaintant	Yes	8/3/2018
2018-08-43	8/1/2018	Observed	Overgrown lot/noxious weeds	Marine Drive, 2 lots west of Hwy 101	Observed	Quinton	Yes	Letter to owner, Investors Mortgage Co., Stayton					
2018-08-44	8/7/2019	Paul Thompson	General complaints; nothing specific	His house		Quinton	No	General complaints, frustration, old history with neighbor to the north			See note in files; nothing to decide		8/9/2018
2018-08-45	8/9/2018	Mike Medford	Neigbors using their garbage can	841 Ocean View	Written	Quinton	Yes	Letter to owner of 827 Ocean View					8/9/2018
2018-08-46	8/9/2018	Phone/unnamed	VR with loud, profane party	236 Yachats Ocean Road	Phone	Quinton	Uncertain	Email to Vacasa rep copied to Yachats Vacation Rentals rep	Vacasa rep will post signs on noise; ban same renters		No witnesses	No	8/9/2018
2018-08-47	8/15/2018	Bob King	Drooping tree branches and pothole on Horizon Hill Road	Horizon Hill	Phone	Quinton	Yes	Emailed Dave/Rick to see if we can trim/fill				Yes	8/31/2018
2018-08-48	8/16/2018	Bonnie Marineau	Overgrown lot/weeds at vacation rental	530 Yachats Ocean Road	Phone	Quinton	Yes	Emailed Sweet Homes rentals to deal with weeds and garbage cans	Sweet Homes sent out yard crew on Aug. 17			Yes	8/20/2018
2018-08-49	8/16/2018	MaryEllen O'Shaunessy	Neighbor's gutters driected by pipe into ditch on her property, damaging trees	520 Marine Drive	Phone	Quinton	TDB	Paul Thompson is property owner on Driftwood Lane; very hard to deal with. O'Shaunessey will talk to Thompson's wife first to see if will install a dry well.					
2018-08-50	8/20/2018	Observed	Overgrown lot	King and Hill Streets	Observed	Quinton	Yes	Letter to owners, Lamishaw	Must be mowed by Aug. 31	Owner contacted QS 8/27; Will Williams scheduled to mow soon.		Yes	8/29/2018

City of Yachats 2018 Complaint Log

2018-08-51	8/23/2018	Robin Smith	RV use on private lot; rubbish and junk collecting in parking lot	Alder Restaurant	Phone	Quinton	Yes	Email to property owner Lisa Fogg	Move RV by Aug. 31		Moved week of Aug. 27	Yes	8/29/2018
2018-08-52	8/24/2018	Cathy Sparks	Overgrown lot	299 W. Seventh St.	Written	Quinton	Yes	Letter to property owner' Guenther	Clean up by Sept. 4	Called owner 9/6; left message to clean up.			
2018-08-53	8/24/2018	Walk-in	Homeless in RV	Seventh St. at Hwy. 101	Verbal	Quinton	No	Complained about Willow Spencer parking her RV at apartment complex south of Dollar General. Loud noises, suspected drug dealing. Called LCSO several times.	No a code violation; explained what city and others are trying to do.		Urged to keep calling LCSO when seeing civil or criminal activities	No	8/24/2018
2018-08-54	8/29/2018	Johnson/Smith	Unshielded bright lights from Dollar General	Dollar General store	Written	Quinton	TBD	See file; letters from both complantaints and response from Helen Anderson, planning commission	Looked at lights twice at night; they are directing light. Lewis is sending email to DG developer to correct.	Developer replied 9/6 they would loo into it.			
2018-08-55	8/31/2018	Paul Thompson	Travel trailer parked in right of way on Driftwood Lane	882 Driftwood	Written	Quinton	Yes	Talked with trailer owner and property owner; they moved it to neighbor's driveway/front yard			Trailer moved next day	Yes	9/5/2018
2018-09-56	9/6/2018	Patty Siedgister	Contractor truck or other vehicle parked on 804 Trail	1173 Ocean View Drive	Written	Quinton	No	No vehicle nearby when checked twice				No	9/12/2018
2018-09-57	8/31/2018	Observed	Overgrown lot/noxious weeds	1489 King St.	Observed	Quinton	Yes	Letter to owner Blankenship 9/5/18		Asked and granted extension to 9/26			
2018-09-58	8/31/2-2018	Observed	Overgrown lot/noxious weeds	1447 King St.	Observed	Quinton	Yes	Letter to owner - Johnson on 9/5		Worked on it 9/11-12; asked for a week extension to finish.			
2018-09-59	9/13/2018	Observed/email	Travel trailer possibly being used as additional vacation rental	591 Aqua Vista Loop	Email to Max Glenn	Quinton	No	Talked to owner, Michael Ruane and left him copy of RV and VR codes. He's aware; for personal use only.				No	9/13/2018
2018-10-60	10/30//2018	Dedie Nussman	Shellmidden Way - pot holes & muddy after the rain	Shellmidden Way	phone	Public Works							
2018-11-007	11/21/2018	Sue Finlayson	Road Craching along center	Horizon Hill	in person	Public Works							
2018-12-008	12/24/2018	Public complaint	Black Car Parked in 501 parking lot	501	in person	Shannon Beaucaire	Yes	12/24/18 - citation issued					
2018-12-009	12/27/2018	Public complaint	White Truck Parked in Right of Way	4th street downtown	via sheriff	Shannon Beaucaire	Yes				12/27 pictures taken		
2018-12-010	12/27/2018	email	van in church parking lot	pres church	email	Shannon Beaucaire	Yes				12/27 spoke to man in van - leaving today.		
2018-12-011	12/26/2018	Karli	Defecation on Presby church	pres church	in person	Shannon Beaucaire	Yes						
2019-02-012													

- <u>In Summary</u>:
- Approximately <u>67</u> Complaints in 2018.
- Approximately <u>7</u> Vacation Rental Complaints in 2018.

CITY OF YACHATS

Code Enforcement

HISTORY PRINTS
DATE FROM 7/01/17 TO 6/20/19

TY	#	DATE	BUDGET	V/E#	AMOUNT	DESCRIPTION
AP	1866	9/01/17	100101-5205212	191	806.25	DATABASE WORK
AP	1939	9/25/17	100101-5205212	206	64.20	MILEAGE
AP	1968	10/06/17	100101-5205212	191	775.00	VR ANALYSIS
AP	2012	10/25/17	100101-5205212	23317	45.80	SAFETY VESTS
AP	2021	10/25/17	100101-5205212	191	350.00	VR RESEARCH
AP	2046	10/26/17	100101-5205212	23360	4,823.50	HOURS PLUS MILEAGE
AP	2062	11/06/17	100101-5205212	183	78.89	CELL PHONE
AP	2134	11/29/17	100101-5205212	23360	5,051.25	NOVEMBER CODE ENFORCEMENT
AP	2138	11/27/17	100101-5205212	191	112.50	VACATION RENTAL RESEARCH
AP	2170	12/08/17	100101-5205212	183	65.36	CELL PHONE SERVICE
AP	2236	12/15/17	100101-5205212	191	25.00	RESEARCH
AP	2254	12/28/17	100101-5205212	23360	4,826.75	CODE ENFORCEMENT
AP	2263	12/27/17	100101-5205212	121	53.15	STICKERS FOR VEHICLE IMPO
AP	2320	1/21/18	100101-5205212	183	65.36	CELL PHONE SERVICE
AP	2361	1/30/18	100101-5205212	23360	4,848.50	CODE ENFORCEMENT
AP	2376	2/01/18	100101-5205212	183	134.58-	CELL PHONES
AP	2435	2/27/18	100101-5205212	23360	4,855.05	FEEB CODE ENFORCCEMENT
AP	2488	3/13/18	100101-5205212	23360	2,669.43	CODE ENFORCEMENT
AP	2510	3/18/18	100101-5205212	183	65.42	CELL PHONE
AP	2572	4/06/18	100101-5205212	43	293.76	AD CODE ENFORCEMENT
AP	2600	4/20/18	100101-5205212	183	65.42	CELL PHONE
AP	2655	5/06/18	100101-5205212	23397	1,807.50	MAR/APR/MAY CODE ENFORCEM
AP	2695	5/25/18	100101-5205212	183	75.43	CELL PHONE
AP	2711	5/25/18	100101-5205212	23402	19.33	IMPOUNDED TRAILER STORAGE
AP	2739	6/04/18	100101-5205212	23403	235.00	TOWING FOR CODE ENFORCEME
AP	2776	6/10/18	100101-5205212	183	62.07	CELL PHONE
AP	2828	6/26/18	100101-5205212	121	74.75	BUSINESS CARDS
AP	2831	6/26/18	100101-5205212	23410	1,020.00	CODE ENFORCEMENT
AP	2846	7/01/18	100101-5205212	183	66.66	CELL PHONE SERVICE
AP	2931	7/21/18	100101-5205212	23410	2,770.00	CODE ENFORCEMENT
AP	2942	8/10/18	100101-5205212	183	66.61	CELL PHONE
AP	3030	8/21/18	100101-5205212	23410	2,700.00	CODE ENFORCEMENT
AP	3048	9/13/18	100101-5205212	183	66.61	CELL PHONE
AP	3126	9/12/18	100101-5205212	23410	1,510.00	CODE ENFORCEMENT
AP	3148	10/10/18	100101-5205212	183	66.61	CELL PHONE
AP	3248	11/03/18	100101-5205212	183	66.78	CELL PHONE
AP	3340	12/12/18	100101-5205212	183	66.78	CELLULAR PHONE
AP	3418	1/08/19	100101-5205212	183	66.78	CELL PHONE
AP	3543	1/25/19	100101-5205212	23446	1,487.60	CODE ENFORCEMENT
AP	3592	2/13/19	100101-5205212	183	34.51	TELEPHONE
AP	3689	2/26/19	100101-5205212	23446	2,347.28	PLANNER/CODE ENFORCEMENT
AP	3701	3/13/19	100101-5205212	183	34.64	TELEPHONE
AP	3742	3/28/19	100101-5205212	23446	2,334.85	PLANNER/CODE ENFORCEMENT
AP	3782	4/11/19	100101-5205212	183	30.04	TELEPHONE
AP	3867	5/13/19	100101-5205212	183	39.65	TELEPHONE
AP	3878	5/13/19	100101-5205212	23446	2,616.10	CODE ENFORCEMENT-CITY HAL
AP	3951	6/10/19	100101-5205212	183	33.86	TELEPHONE

GRAND TOTAL 49,505.45

CITY OF YACHATS Planner

HISTORY PRINTS
DATE FROM 7/01/17 TO 6/20/19

TY	#	DATE	BUDGET	V/E#	AMOUNT	DESCRIPTION
AP	1759	7/31/17	100101-5205264	78	3,310.17	JULY PLANNING
AP	1841	8/30/17	100101-5205264	78	2,898.69	CITY PLANNER
AP	1942	9/25/17	100101-5205264	78	3,255.59	CITY PLANNER
AP	2022	10/25/17	100101-5205264	78	2,864.40	OCTOBER PLANNING CHARGES
AP	2139	11/29/17	100101-5205264	78	3,653.07	NOVEMBER SERVICES
AP	2258	12/27/17	100101-5205264	78	3,584.49	CITY PLANNER
AP	2366	1/30/18	100101-5205264	78	3,450.00	CITY PLANNER SERVICES
AP	2440	2/27/18	100101-5205264	78	2,898.69	CITY PLANNER
AP	2543	3/28/18	100101-5205264	78	2,967.27	PLANNER
AP	2626	4/26/18	100101-5205264	78	3,207.30	APRIL SERVICES
AP	2715	5/25/18	100101-5205264	78	3,646.38	CITY PLANNER
AP	2824	6/26/18	100101-5205264	78	2,830.11	PLANNING
AP	2928	7/21/18	100101-5205264	78	3,050.15	CITY PLANNING
AP	3020	8/20/18	100101-5205264	78	3,825.65	CITY PLANNER
AP	3114	9/20/18	100101-5205264	78	3,473.15	CITY PLANNER
AP	3242	10/30/18	100101-5205264	78	3,314.93	CITY PLANNER
AP	3314	11/28/18	100101-5205264	78	3,226.40	CITY PLANNER
AP	3401	12/28/18	100101-5205264	78	3,614.15	CITY PLANNER
AP	3543	1/25/19	100101-5205264	23446	2,231.40	CITY PLANNER
AP	3552	1/25/19	100101-5205264	78	1,628.04	PLANNER
AP	3689	2/26/19	100101-5205264	23446	2,347.29	PLANNER/CODE ENFORCEMENT
AP	3742	3/28/19	100101-5205264	23446	2,334.85	PLANNER/CODE ENFORCEMENT
AP	3878	5/13/19	100101-5205264	23446	2,616.10	CODE ENFORCEMENT

GRAND TOTAL 70,228.27

Vendor to monitor VRDs

BY MADELINE SHANNON
Of the News-Times

NEWPORT — Two short-term rental compliance firms proposing to work with the city may very well give unlicensed vacation rental owners reason to shake in their boots.

The city plans to contract the services of a third-party vendor to monitor vacation rentals, with at least two private companies submitting proposals to the city.

City officials think the service will be helpful in dealing with vacation rental complaints and tracking where short-term rentals are advertised to determine if they're in compliance with local codes, City Manager Spencer Nebel said.

"As we find vacation rentals that are unlicensed, if they're outside the overlay zone, they will not be allowed to operate legally," Nebel said at Monday's meeting. "If they are within the overlay zone, they'll be put to the back end of the waitlist and not allowed to operate until their number comes up on the waitlist."

City staff scheduled interviews on July 8 between city staff and third-party contractors proposing their services, ahead of the July 15 city council meeting. LTAS Technologies Inc., and LodgingRevs are the two who submitted proposals to the city.

LTAS' proposal includes utilizing a product called Harmari STR Compliance, among other services, to review vacation rental listings four times a week to pin down "fly-by-night" listings that only appear outside normal working hours.

Other cities across the country already utilize this company, according to the LTAS documents. Company documents to the city point to increased short-term rental licenses in Santa Fe by 22 percent in less than a year. The company's proposal also states that technology found up to 1,200 unlicensed vacation rentals in other communities, as is the case with Allegheny County, Pa.

LodgingRevs, the other company to submit a proposal to the city, offers many of the same services and will cost the city $6,000 to start up and $2,800 a month to maintain that company's services. Add-ons, including registration and permitting and marketplace booking reporting, will cost the city $1,500 to implement, according to company documents, and $700 a month thereafter if the city opts for both of those add-ons.

The base services include a 24/7 complaint hotline and "evidence capture," which documents all information and photos for a non-compliant listing, better enabling LodgingRevs and the city to notify non-compliant vacation rental owners of their infraction and better bring those properties into compliance with city regulations.

During Monday's city council meeting, Councilor Beatriz Botello remarked she wants to see any third-party vendor providing vacation rental monitoring services to the city make their services available in other languages, as well.

VRD on Page A5

Detective Bud Lane, right, shakes hands with Lincoln City Police Chief Jerry Palmer while receiving an award recognizing him for 30 years of service to the city. Throughout his 30-year career, Det. Lane has been recognized with several awards for outstanding service, including the District Attorney's Award for Special Merit in 1995, the Kiwanis' International Distinguished Service Award in 1995, the Governor's Victim Advocate of the Year Award in 1996 and LCPD Officer of the Year in 2011. (Courtesy photo)

Weather

Friday: Partly sunny, with a high near 60. Northwest wind 5 to 8 mph

Saturday: Partly sunny, with a high near 61. North northwest wind 6 to 10 mph

Sunday: Partly sunny, with a high near 61

Past Weather

On the Coast

	High	Low	Rain
June 12	72.3	56.3	0.00"
June 13	64.0	56.4	0.00"
June 14	62.8	52.0	0.00"
June 15	62.9	48.0	0.00"
June 16	65.9	51.1	0.00"
June 17	64.1	52.2	0.00"
June 18	65.2	52.6	0.00"
June 19	64.4	50.0	0.00"
Total rainfall to date from Jan 1			26.88"

Tides Tables

National Oceanic and Atmospheric Administration

	High	Low
June 21	2:48 a.m. / 7.75 ft 4:52 p.m. / 6.68 ft	9:52 a.m. / -0.59 ft 9:57 p.m. / 3.50 ft
June 22	3:31 a.m. / 7.19 ft 5:35 p.m. / 6.66 ft	10:32 a.m. / -0.15 ft 10:53 p.m. / 3.47 ft
June 23	4:19 a.m. / 6.60 ft 6:19 p.m. / 6.71 ft	11:13 a.m. / 0.34 ft 11:56 p.m. / 3.31 ft
June 24	5:15 a.m. / 6.00 ft 7:01 p.m. / 6.86 ft	11:56 a.m. / 0.86 ft
June 25	6:23 a.m. / 5.50 ft 7:42 p.m. / 7.09 ft	1:04 a.m. / 2.98 ft 12:41 p.m. / 1.38 ft
June 26	7:41 a.m. / 5.20 ft 8:21 p.m. / 7.41 ft	2:09 a.m. / 2.45 ft 1:28 p.m. / 1.88 ft
June 27	9:00 a.m. / 5.19 ft 9:00 p.m. / 7.79 ft	3:07 a.m. / 1.77 ft 2:18 p.m. / 2.31 ft

reopens a new name this fall along with some new creations and more light in the exhibits. (Photo by Jeremy Burke)

Retirement reception for Toledo police chief

Members of the public are invited to say farewell to retiring Toledo Police Chief David Enyeart during a reception set for 6 p.m. on Wednesday, June 26.

This farewell reception will be held at Toledo City Hall, located at 206 N. Main St.

VRD

Continued from page A3

"I think it's important to have information available in different languages," Botello said. "People can feel comfortable calling, otherwise they won't call."

That may be an option, depending on what is available with the vendor the city ends up choosing.

"We can get that built in," said Community Development Director Derrick Tokos. "We'd have to ask them, in terms of the 24/7 hotline, whether the people they've contracted with or are using would have bilingual people available on a 24/7 basis."

Tokos added any data entry forms, like the online complaint form, could be set up in multiple languages, but that it would need to be fleshed out with the company in question.

City staff will have a recommendation ready for the Newport City Council on July 15.

Muriel Ann (Pennant) Hoyt

Muriel Ann (Pennant) Hoyt, 89, of Chamberlain, Maine and Depoe Bay, passed away peacefully June 16 in Boothbay Harbor, Maine

She was born in Tacoma, Washington to Andrew and Jane Pennant. She was pre-deceased by her husband of 41 years, William Hoyt Jr., and daughters Jane Hoyt and Margaret Hoyt Guinasso.

She is survived by her son William Hoyt III of Chamberlain and his companion Evelin Brown of Edgecomb; and daughters Elizabeth Harris and her husband Irwin of Bakersfield, California; and Anna Lyon and her husband George of Wayne; grandchildren Aaron Harris and his wife Jackie; Sean Harris and his fiancé Taylor Binder; Joel Lyon and his wife Rachel; Katie Lyon and her fiancé Keith Butler; Charlie Guinasso and Jennifer Guinasso; and great grandchildren Abby Harris, Nina Harris and Cameron Lyon.

Muriel was most proud of her work fighting infectious diseases, first for the State of Oregon, and later, for the Centers for Disease Control in Atlanta. There Muriel worked on a number of projects, notably, an extensive Hepatitis A vaccine test study.

This work also took her to Africa four times. She was invited to join a World Vision emergency medical team in Ethiopia during the famine of the early 1980s. While at the CDC, she was assigned to Somalia during the civil unrest that witnessed the killing of Red Cross workers she worked with, Swaziland and, lastly, Lesotho, where she served in the Peace Corps after retirement from the CDC.

Whenever she had an opportunity, Muriel loved to travel. In addition to Africa, a favorite, she loved to visit the UK, specifically Wallasey, England, where her parents came from, Shetland, where her father's family came from, and Ireland, where her husband's family came from. She even single-handedly brought the five rambunctious kids, ranging from kindergarten to seventh grade, to Shetland and England. Late in life, she also traveled to Italy and Russia and held out hope for a trip to Egypt and a return to Ethiopia.

Muriel was not afraid to explore new territory and enjoyed moves from various cities in Washington state to New York City and Los Angeles and, eventually, Portland, Oregon while supporting her husband's career in television

Robert Galen Spence

November 11, 1922 – June 7, 2019

On Friday June 7th, 2019, Robert (Bob) Galen Spence (96) passed away peacefully at home (Newport Oregon) surrounded by his daughter Pamela (64), his dogs (Buddy & Bailey) & his bunny (BunBun).

Bob was born in Schuyler, Nebraska on November 19th, 1922 to Emily & Ora Spence. As a young man, he relocated to Omaha, NE, where he met his wife Marilyn J. Salstrom in 1952.

Both Bob and Marilyn worked for ITT trucking firm; Bob as a Diesel Mechanic and Marilyn (deceased 10/10/17) as a book-keeper. Their daughter Pamela was born two years later. In 1962, while working for PIE (Pacific Intermountain Express) trucking firm in Minneapolis, MN., Bob contracted Guillain Barre syndrome (French Polio) from live Polio vaccine and was paralyzed from the neck down for 3 years. After years of rehabilitation & daily walks with his family, Bob went back to work as a maintenance superintendent for PIE as he no longer could perform heavy mechanical work. His shop was responsible for fixing trucks for the Midwest area. He was super industrious and always working on cars, landscaping and house projects – he never sat still.

Bob also taught Diesel and Auto mechanics at the local community college and was president of the MN Maintenance Council. He retired the first time to Newport, OR near family and became the Maintenance Supervisor for PHBC (Pacific Home Beach Club) for 18 years and retired the second time at age 92. He built the pool building, enlarged the clubhouse kitchen, painted the clubhouse and shop, built the fence around the RV Park and landscaping rock and put in security lighting. There wasn't any job he couldn't do; PHBC RV Park replaced him with 6 people. He was always helping residents with various household/yard projects so they wouldn't have to spend money on professionals. He had a big heart for people, yet he was a quiet, kind man.

Bob had an ironic twist of fate in his life when he, who was from Omaha, NE., was sent to battle on Omaha Beach (France) D-Day 1944. Bob earned two Bronze stars within 36 hours for fixing disabled halftracks & tanks under constant enemy artillery bombing while in an exposed position on the beach. He had to crawl between dying soldiers and numerous disabled tanks to cobble parts together to make working tanks. He advanced on the enemy allowing American soldiers to get off boats and make it onto Omaha beach. Another D-Day experience occurred on June 6, 2019 where Bob made a decision "D" and accepted Jesus