

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



FROM: Supervisors Benoit and Washington

SUBMITTAL DATE:
November 10, 2015

SUBJECT: Introduction of Ordinance No. 927 Regulating Short-Term Rentals and Authorization to Solicit Bids for Professional Support Services, CEQA Exempt

RECOMMENDED MOTION: That the Board of Supervisors:


1. Find that the introduction and adoption of Ordinance No. 927, attached hereto as Attachment A, is exempt from CEQA pursuant to Public Resources Code section 21080(b)(8) and CEQA Guidelines section 15273 because it entails the establishment, modification, structuring, restructuring of charges by public agencies that are not designed to increase services or expand a system and are designed to meet operating expenses;
2. Introduce Ordinance No. 927, an Ordinance of the County of Riverside Regulating Short-Term Rentals; and
3. Direct Purchasing and Fleet Services, on behalf of the Transportation Land Management Agency, to solicit proposals for professional services to monitor and manage the Short-Term Rental program to assist the County in its implementation of this Ordinance throughout unincorporated areas.

BACKGROUND:

There are nearly 300 short-term rentals publicly advertised on VRBO.com and Airbnb.com in unincorporated areas of Riverside County. Most of these rentals are clustered in the areas of Idyllwild, Wine Country and Bermuda Dunes.

Growth in the short-term rental market is being driven by ample supply and demand. Travelers are increasingly opting to stay in private residences while on business or vacation. Homeowners (and sometimes renters) have found it profitable to offer their homes — either in part or in whole — for rent on a short-term basis at rates that rival those of traditional hotels. A cursory search of the above mentioned sites show some homes and condos renting for less than \$70 a night. On the high end, large lot estates may be booked for more than \$3,000 a night.

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John J. Benoit, Fourth District Supervisor



Chuck Washington, Third District Supervisor

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Unregulated short-term rental homes have disrupted some neighborhoods with renters generating excessive noise, disorderly conduct, traffic congestion, illegal vehicle parking and accumulation of trash. These issues have been especially pronounced in tourist areas.

In response to citizen complaints, many cities and counties in the state have developed a system of regulation to control the impact of short-term rentals. Regulation is more advantageous than an outright ban because short-term rentals support the tourism industry, promote economic activity and can generate transient occupancy tax (TOT) revenue. (Collecting TOT is an important step in leveling the playing field between short-term rental operators and traditional hotel and rental operators.) The goal is to preserve peace and quiet for all residents, allow those residents who desire to rent their home on a short-term basis to do so and to create another product for travelers to enjoy our county and support our economy.

Cities in the Coachella Valley have been on the forefront of regulating short-term rentals and provide proven principles for running an effective short-term rental program. Some cities and counties struggle to control short-term rentals, even when they have regulations in place. The City of Anaheim serves as a case study. Despite having the typical rules on the books — quiet hours, maximum occupancies, etc. — the City has faced growing citizen complaints and adopted a moratorium to reanalyze its program. The problem was not the regulations, but compliance. Of the 400 homes publicly advertised online, only 200 were registered with the City and abiding by the rules.

Cities in the Coachella Valley have adopted a highly successful, aggressive and cost-efficient enforcement program to identify and register short-term rentals. Although each city has different regulations, most of them utilize the services of an independent contractor to ensure compliance. Similarly, all the cities in the Coachella Valley utilize a vendor to provide a single hotline to report complaints related to short-term rentals. This central hotline reduces the burden on cities by being the first point of contact for complaints 24/7 and dispatching responsible parties to resolve the concerns. A report of complaints is generated and forwarded to the cities on the next business day for follow up.

The short-term rental industry is growing exponentially throughout the country. The problem has become particularly acute in the Fourth District where investors have targeted the unincorporated community of Bermuda Dunes and advertise the homes there as being in Palm Springs, Rancho Mirage and Indian Wells while not following any of the regulations in effect in those cities. As mentioned earlier, short-term rentals also are in Wine Country, Idyllwild and potentially other unincorporated county areas.

The proposed ordinance regulates short-term rentals in unincorporated Riverside County. Attachment B shows how our proposed ordinance compares to ordinances in other cities and counties.

Based on the demonstrated track record of success in the Coachella Valley, we are recommending that the county follow the lead of those cities in addressing these issues. In addition to the regulations in the attached ordinance, we propose going out to bid to retain a contractor to help the county implement the program and ensure compliance. It is proposed that the contractor work with the Planning Department to develop and process applications, maintain a list of operators and actively register short-term rentals. The county will benefit from the professional services of a firm experienced in short term rental regulation.

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Our expectation is that this system of regulation will protect residents and help reduce the burden on county staff. The experience of others is that most responsible parties resolve any differences or misunderstandings quickly with the assistance of the contractor. The County has insufficient staff to implement and operate the Short-Term Rental Ordinance, and County staff will get involved only if the responsible person fails to correct the problem or issues persist.

Ordinance No. 927 is exempt from the California Environmental Quality Act (CEQA) pursuant to Public Resources Code section 21080(b)(8) and CEQA Guidelines section 15273 because CEQA does not apply to the establishment, modification, structuring, restructuring, or approval of rates, tolls, fares, or other charges by public agencies that are not designed to increase services or expand a system and because the purpose of the fees is to meet operating expenses.

Transiency Occupancy Tax

The proposed Short-Term Rental Ordinance does not propose a change to Ordinance No. 495 Relating to Transient Occupancy Tax (TOT Ordinance). The TOT Ordinance imposes a 10% tax on hotel stays in unincorporated areas of Riverside County. The TOT Ordinance defines "Hotel" as "any structure, or any portion of any structure, which is occupied or intended or designed for occupancy by transients for dwelling, lodging, or sleeping purposes." Ordinance No. 927 Section 9 specifically recognizes that a Short-Term Rental qualifies as a hotel under the existing TOT Ordinance. Therefore, short-term rentals are sufficiently covered by the existing TOT Ordinance.

TOT revenue will go to the county's general fund. Such revenues cannot be earmarked and dedicated to enforcing the proposed ordinance. However, even with the contractor, we anticipate some additional workload for Code Enforcement. We ask that Code Enforcement track all costs related to this ordinance with the anticipation that additional costs may be addressed through the budget process.

Registration Fee

Application fees vary widely from jurisdiction to jurisdiction. A comparison of these costs can be found in Attachment B. Registration fees should cover the cost to operate and enforce the program and its provisions. The proposed ordinance proposes a \$250 registration fee. This fee will cover the cost of processing permits, pursuing violators, notifying nearby neighbors.

Our intent is to only charge rental operators the cost of operating the short-term rental program. We anticipate that \$250 should be sufficient. When the bids are received, this fee may be adjusted slightly.

Contractor/Consultant

Many of the cities in the Coachella Valley have retained a contractor to assist in implementing and operating their short term rental programs. Some cities contract out their entire program while others contract out specific functions.

In order to ensure a smooth rollout of our short term rental program, we propose retaining a contractor to operate the county's entire program under the guidance of the Planning Department. With the approval of this item, staff will solicit bids. The scope of work is attached (Attachment C).

Attachments

- A. Ordinance No. 927
- B. Comparison Chart
- C. Scope of Work

Attachment B

Ordinance Provision	County of Riverside	County of Sonoma	County of San Bernardino	City of Palm Springs	Santa Cruz County	City of Rancho Mirage
Max Stay	30 consecutive days or less	30 consecutive days or less	30 consecutive days or less	28 consecutive days or less	30 consecutive days or less	27 consecutive days or less
Permit required	Short Term Rental Certificate	5 guest rooms or less require a permit while larger rentals require a CUP	Special Use Permit renewed on biennial basis	Vacation Rental Registration Certificate	Vacation Rental Permit (valid as long as operated as short term rental)	Vacation Rental Certificate
Maximum number of guestrooms	8 permitted bedrooms	Maximum of 5 guestrooms. More than 5 allowed with adequate sewage capacity	One person per 100 square feet of building area, not to exceed number of beds		Occupants shall not exceed that permitted by Building and Fire Codes	7 permitted bedrooms
Allowed zones		Ag and residential zones	Mountain Region		All residential zones	
Overnight guests	16 adults	12 maximum		2 persons per bedroom	2 persons per bedroom + 2	14 total occupants
Daytime guests	32 adults	18 adults		Overnight occupancy + 50%	Double Daytime Occupancy	18 total occupants
Parking requirements	Entirely on site	2 spaces, larger rentals must show adequate parking	One space per bedroom		Entirely on site	
Trash/Sewage	Trash and refuse shall not be left stored within public view	Occupancy limited to septic system capacity			Must provide trash management plan	Trash and refuse shall not be left stored within public view
Quiet hours	10 pm to 7 am	10pm to 9 am			10 pm to 8 am	10pm and 10am
Code requirements		Must comply with Fire, Building, and Health and Safety Codes	Must comply with Fire, Building, and Health and Safety Codes	Must comply with Fire, Building, and Health and Safety Codes		
Contact information	Owner or designee available 24 hours and be able to respond within 60 minutes	Must have 24 hour contact number for property owner or designated representative	Owner or representative shall be available 24 hours to respond to calls.	Owner or designee available 24 hours and be able to respond within 45 minutes	Owner or designee available 24 hours and live within 30 miles	Owner or designee available 24 hours and be able to respond within 45 minutes
Enforcement	Initial complaints to contact person then Code Enforcement	Initial complaints to contact person then Code Enforcement			Initial complaints to contact person then Code Enforcement	A violation of the Code is considered a public nuisance
Notification	Residents within 100' radius	Residents within 100' radius	Contiguous property owners	Owners within 300' radius	Owners within 300' radius	
TOT	Yes, 10%	Yes, 9%	No	Yes, 11.25%	Yes, 11%	Yes, 10%
Special events	Temporary Event Permit (Ord. 348)	Permit required for gatherings that exceeding maximum occupancy				Permit required for gatherings that exceeding maximum occupancy
Fees	\$250	\$295; 5+ bedrooms require CUP (starts at \$887)	\$671 (initial); \$433 (renewal)	\$225	\$441 (initial), \$289 (renewal)	\$131

- 1 D. Local Contact Person. The person designated by the owner or the owner's
2 authorized representative who shall be available twenty-four hours per day,
3 seven days per week for the purpose of responding within sixty minutes to
4 complaints related to the short term rental and taking remedial action to
5 resolve such complaints.
- 6 E. Operator. The owner or the owner's authorized representative who is
7 responsible for compliance with this ordinance.
- 8 F. Owner. The person or entity that holds legal or equitable title to the short
9 term rental.
- 10 G. Responsible Person. A guest of the short term rental who is at least eighteen
11 years of age and who is legally responsible for ensuring that all guests of the
12 short term rental comply with all applicable laws, rules and regulations
13 pertaining to the use and occupancy of the short term rental.
- 14 H. Short Term Rental Certificate. A certificate that allows the use of a privately
15 owned residential dwelling as a short term rental pursuant to this ordinance.
- 16 I. Short Term Rental. A privately owned residential dwelling, such as, but not
17 limited to, a single family detached or multiple family attached dwelling,
18 apartment house, condominium, cooperative apartment, duplex, mobile home
19 on permanent foundations or a manufactured home on permanent
20 foundations, or any portion of such dwellings, rented for occupancy for
21 dwelling, lodging or sleeping purposes for any period less than thirty
22 consecutive days.

23 Section 5. APPLICABILITY. This ordinance applies to short term rentals as defined
24 in Section 4. The following do not qualify as a privately owned residential dwelling as used herein, and
25 therefore do not need to obtain a short term rental certificate: any hotel, motel, studio hotel, lodging
26 house, rooming house, dormitory, public or private club, bed and breakfast inn, cottage inn, or country
27 inn; a camping site, recreational vehicle, or park model; a hospital, sanitarium, medical clinic,
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1 convalescent home, rest home, home for aged people, foster home, halfway house, transitional housing
2 facility, or other similar facility operated for the care, treatment, or reintegration into society of human
3 beings; any asylum, jail, prison, orphanage or other facility in which human beings are detained and
4 housed under legal restraint; any housing owned or controlled by an educational institution and used
5 exclusively to house students, faculty or other employees with or without their families, any fraternity or
6 sorority house or similar facility occupied exclusively by students and employees of such educational
7 institutions and officially recognized and approved by it; any housing operated or used exclusively for
8 religious, charitable or educational purposes; any housing owned by a governmental agency and used to
9 house its employees or for governmental purposes; any camp as defined in the Labor Code or other
10 housing furnished by an employer exclusively for employees or employees and their families; and any
11 second unit. No guest quarters, as defined in Riverside County Ordinance No. 348 section 18.18, shall
12 qualify as a short-term rental unless the privately owned residential dwelling on the lot is also being
13 rented or leased as a short-term rental to the same renter or lessee.

14 Section 6. SHORT TERM RENTAL CERTIFICATE.

- 15 A. In addition to any land use entitlement required by Riverside County
16 Ordinance No. 348, the operator shall obtain a short term rental certificate
17 pursuant to Sections 6 and 7 herein from the Riverside County Planning
18 Department before renting or advertising for rent any short term rental.
- 19 B. A short term rental certificate shall be renewed on an annual basis based on
20 the anniversary of the original certificate issuance in order to remain valid.
21 The short term rental certificate shall expire automatically when the short
22 term rental changes ownership.
- 23 C. No short term rental certificate is required if a Temporary Outdoor Event
24 permit has been obtained, for the duration of the Temporary Outdoor Event
25 permit only.

26 Section 7. APPLICATION FOR SHORT TERM RENTAL CERTIFICATE. The
27 operator shall submit to the Planning Department a short term rental certificate application provided by
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1 the County along with the appropriate registration fee of \$250. This registration fee may be used to cover
2 any County costs for administering or enforcing this ordinance, including the use of an outside
3 management company retained for such purpose.

4 Section 8. SHORT TERM RENTAL OPERATIONAL REQUIREMENTS.

- 5 A. The operator shall ensure that the short term rental is used in a manner that
6 complies with all applicable laws, rules and regulations pertaining to the use
7 and occupancy of a short term rental.
- 8 B. The short term rental shall be occupied for not less than two (2) days and one
9 (1) night.
- 10 C. The maximum number of overnight guests for a short term rental shall not
11 exceed two (2) persons per bedroom, excluding children under the age of
12 three (3) years of age, up to a maximum of eight (8) permitted bedrooms.
- 13 D. The maximum number of daytime guests allowed at any one time at the short
14 term rental shall not exceed the maximum overnight occupancy plus two (2)
15 additional persons per permitted bedroom, up to a maximum of eight (8)
16 permitted bedrooms.
- 17 E. Quiet hours shall be between the hours of 10:00 PM and 7:00 AM.
- 18 F. A short term rental shall not change the residential character of the outside
19 appearance of the residence including color, material, lighting or any
20 advertising mechanism.
- 21 G. All parking for the short term rental shall be entirely on-site, such as in the
22 garage, carport or driveway or otherwise off of the public roadway. On-street
23 parking by guests is prohibited.
- 24 H. Guests of the short term rental shall comply with Riverside County Ordinance
25 No. 847 Regulating Noise.
- 26 I. The operator shall post the following information in a prominent location
27 within the short term rental:
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1. Operator name and number;
2. Local contact person name and number;
3. The telephone number for the sheriff's department and for code enforcement;
4. The maximum number of overnight and daytime guests and parking spaces available onsite;
5. Trash pick-up day and applicable rules and regulations;
6. A copy of Riverside County Ordinance Nos. 847 and 927;
7. A copy of the good neighbor brochure; and
8. Notification that a guest, local contact person, responsible person or owner may be cited or fined by the County in accordance with this ordinance and Riverside County Ordinance No. 725.

J. While a short term rental is rented, the operator or local contact person shall be available twenty-four hours per day, seven days a week for the purpose of responding within sixty (60) minutes to complaints regarding the condition, operation or guests' conduct of the short term rental.

- K. Prior to occupancy of a short term rental, the operator shall do the following:
1. Obtain the name, address and copy of a valid government identification of the responsible person;
 2. Provide a copy of the good neighbor brochure to the responsible person;
 3. Require the responsible person to execute a formal acknowledgement that he or she is legally responsible for compliance by all guests of the short term rental with all applicable laws, rules and regulations pertaining to the use and occupancy of the short term rental; and
 4. Maintain the information required herein, including copies of the notices provided, for a period of three (3) years and make it available upon request by any officer of the County responsible for enforcement

1 of any provision of this ordinance or any other applicable law, rule or
2 regulation pertaining to the use and occupancy of the short term rental.

3 L. The owner, operator or local contact person shall respond within sixty (60)
4 minutes of being notified that the responsible person or guest of the short
5 term rental created unreasonable noise, engaged in disorderly conduct or
6 committed violations of any applicable law, rule or regulation and halt or
7 prevent the recurrence of such conduct. The owner, operator or local contact
8 person shall be subject to all administrative, legal and equitable remedies
9 available to the County for failing to respond within 60 minutes.

10 M. Trash and refuse shall not be left stored within public view, except in proper
11 containers for purposes of collection by the County's authorized waste hauler.

12 N. The operator shall include the current short term rental certificate number on
13 or in any advertisement appearing in any newspaper, magazine, brochure or
14 internet website that promotes the availability of the short term rental.

15 O. An application may be denied if the applicant has had a prior short term rental
16 certificate revoked for the same dwelling within the past twelve calendar
17 months.

18 Section 9. TRANSIENT OCCUPANCY TAX. The operator shall comply with all the
19 requirements of Riverside County Ordinance No. 495, the Uniform Transient Occupancy Tax Ordinance.
20 For the purposes of Riverside County Ordinance No. 495 only, a short term rental shall qualify as a
21 "hotel."

22 Section 10. NOTIFICATION AND COMPLAINTS.

23 A. Written notice will be provided to all dwellings located within 100 feet of the
24 short term rental's property line that a short term rental certificate was obtained
25 for the short term rental. Such notification shall also include the operator's and
26 local contact person's contact information.
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- B. Complaints related to the operation of the short term rental including, but not limited to, unreasonable noise and disorderly conduct shall be initially directed to the local contact person. If the local contact person is unavailable or fails to respond, the complaint shall be made to the Riverside County Sheriff dispatch service.
- C. Complaints related to the issuance of a short term rental certification and compliance with this ordinance shall be directed to the Riverside County Code Enforcement Department.

Section 11. ENFORCEMENT, VIOLATIONS, FINES AND PENALTIES.

- A. In addition to any other remedies provided by law, violations of this ordinance shall be enforced as authorized in Riverside County Ordinance No. 725. Each day a violation is committed or permitted to continue shall constitute a separate offense. Violations of this ordinance shall be treated as a public nuisance and strict liability offense regardless of intent.
- B. After an administrative hearing has been held in accordance with Section 10 of Riverside County Ordinance No. 725, a violation of any provision of this ordinance by any of the guests, owners or operators shall constitute grounds to suspend or revoke a short term rental certificate.

Section 12. SEVERABILITY. If any provision, clause, sentence or paragraph of this ordinance of the application thereof to any person or circumstances shall be held invalid, such invalidity shall not affect the other provisions of this ordinance which can be given effect without the invalid provision or application, and to this end, the provisions of this ordinance are hereby declared to be severable.

Section 13. EFFECTIVE DATE. This ordinance shall take effect thirty (30) days after its adoption.

BOARD OF SUPERVISORS OF THE COUNTY
OF RIVERSIDE, STATE OF CALIFORNIA

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By: _____
Chairman, Board of Supervisors

ATTEST:
CLERK OF THE BOARD

By: _____
Deputy

(SEAL)

APPROVED AS TO FORM
_____, 2015

By: _____
MICHELLE P. CLACK
Deputy County Counsel

1 ORDINANCE NO. 927

2
3 AN ORDINANCE OF THE COUNTY OF RIVERSIDE
4 REGULATING SHORT TERM RENTALS

5
6 The Board of Supervisors of the County of Riverside ordains as follows:

7 Section 1. FINDINGS. The Board of Supervisors finds that there has been an increase
8 in privately owned residential dwellings being used as short term rentals in the County of Riverside.
9 While short term rentals provide a benefit to the County by expanding the number and type of lodging
10 facilities, the alarming increase has caused adverse impacts to surrounding neighbors and properties
11 including excessive noise, disorderly conduct, traffic congestion, illegal vehicle parking and accumulation
12 of refuse. This ordinance is necessary to ensure neighborhood compatibility, to facilitate economic
13 growth within the County and to protect the health, safety and general welfare of the County's residents.

14 Section 2. PURPOSE. The purpose of this ordinance is to establish regulations for
15 the use of privately owned residential dwellings as short term rentals to minimize the negative secondary
16 effects on surrounding properties and to ensure the collection and payment of transient occupancy taxes.

17 Section 3. AUTHORITY. In accordance with the California Constitution, Article XI,
18 Section 7, a county may make and enforce within its limits all local, police, sanitary and other ordinances
19 and regulations not in conflict with general laws.

20 Section 4. DEFINITIONS. As used in this ordinance, the following terms shall have
21 the following meanings:

22 A. County. The County of Riverside.

23 B. Good Neighbor Brochure. A brochure, available from the County, to be
24 given to guests, which includes a summary of the County's regulations
25 relating to short term rentals.

26 C. Guest. The overnight occupants renting the short term rental for a specified
27 period and the daytime visitors of the overnight occupants.
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- 1 D. Local Contact Person. The person designated by the owner or the owner's
2 authorized representative who shall be available twenty-four hours per day,
3 seven days per week for the purpose of responding within sixty minutes to
4 complaints related to the short term rental and taking remedial action to
5 resolve such complaints.
- 6 E. Operator. The owner or the owner's authorized representative who is
7 responsible for compliance with this ordinance.
- 8 F. Owner. The person or entity that holds legal or equitable title to the short
9 term rental.
- 10 G. Responsible Person. A guest of the short term rental who is at least eighteen
11 years of age and who is legally responsible for ensuring that all guests of the
12 short term rental comply with all applicable laws, rules and regulations
13 pertaining to the use and occupancy of the short term rental.
- 14 H. Short Term Rental Certificate. A certificate that allows the use of a privately
15 owned residential dwelling as a short term rental pursuant to this ordinance.
- 16 I. Short Term Rental. A privately owned residential dwelling, such as, but not
17 limited to, a single family detached or multiple family attached dwelling,
18 apartment house, condominium, cooperative apartment, duplex, mobile home
19 on permanent foundations or a manufactured home on permanent
20 foundations, or any portion of such dwellings, rented for occupancy for
21 dwelling, lodging or sleeping purposes for any period less than thirty
22 consecutive days.

23 Section 5. APPLICABILITY. This ordinance applies to short term rentals as defined
24 in Section 4. The following do not qualify as a privately owned residential dwelling as used herein, and
25 therefore do not need to obtain a short term rental certificate: any hotel, motel, studio hotel, lodging
26 house, rooming house, dormitory, public or private club, bed and breakfast inn, cottage inn, or country
27 inn; a camping site, recreational vehicle, or park model; a hospital, sanitarium, medical clinic,
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1 convalescent home, rest home, home for aged people, foster home, halfway house, transitional housing
2 facility, or other similar facility operated for the care, treatment, or reintegration into society of human
3 beings; any asylum, jail, prison, orphanage or other facility in which human beings are detained and
4 housed under legal restraint; any housing owned or controlled by an educational institution and used
5 exclusively to house students, faculty or other employees with or without their families, any fraternity or
6 sorority house or similar facility occupied exclusively by students and employees of such educational
7 institutions and officially recognized and approved by it; any housing operated or used exclusively for
8 religious, charitable or educational purposes; any housing owned by a governmental agency and used to
9 house its employees or for governmental purposes; any camp as defined in the Labor Code or other
10 housing furnished by an employer exclusively for employees or employees and their families; and any
11 second unit. No guest quarters, as defined in Riverside County Ordinance No. 348 section 18.18, shall
12 qualify as a short-term rental unless the privately owned residential dwelling on the lot is also being
13 rented or leased as a short-term rental to the same renter or lessee.

14 Section 6. SHORT TERM RENTAL CERTIFICATE.

- 15 A. In addition to any land use entitlement required by Riverside County
16 Ordinance No. 348, the operator shall obtain a short term rental certificate
17 pursuant to Sections 6 and 7 herein from the Riverside County Planning
18 Department before renting or advertising for rent any short term rental.
- 19 B. A short term rental certificate shall be renewed on an annual basis based on
20 the anniversary of the original certificate issuance in order to remain valid.
21 The short term rental certificate shall expire automatically when the short
22 term rental changes ownership.
- 23 C. No short term rental certificate is required if a Temporary Outdoor Event
24 permit has been obtained, for the duration of the Temporary Outdoor Event
25 permit only.

26 Section 7. APPLICATION FOR SHORT TERM RENTAL CERTIFICATE. The
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1 the County along with the appropriate registration fee of \$250. This registration fee may be used to cover
2 any County costs for administering or enforcing this ordinance, including the use of an outside
3 management company retained for such purpose.

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7 and occupancy of a short term rental.
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9 (1) night.
- 10 C. The maximum number of overnight guests for a short term rental shall not
11 exceed two (2) persons per bedroom, excluding children under the age of
12 three (3) years of age, up to a maximum of eight (8) permitted bedrooms.
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14 term rental shall not exceed the maximum overnight occupancy plus two (2)
15 additional persons per permitted bedroom, up to a maximum of eight (8)
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- 17 E. Quiet hours shall be between the hours of 10:00 PM and 7:00 AM.
- 18 F. A short term rental shall not change the residential character of the outside
19 appearance of the residence including color, material, lighting or any
20 advertising mechanism.
- 21 G. All parking for the short term rental shall be entirely on-site, such as in the
22 garage, carport or driveway or otherwise off of the public roadway. On-street
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1. Operator name and number;
2. Local contact person name and number;
3. The telephone number for the sheriff's department and for code enforcement;
4. The maximum number of overnight and daytime guests and parking spaces available onsite;
5. Trash pick-up day and applicable rules and regulations;
6. A copy of Riverside County Ordinance Nos. 847 and 927;
7. A copy of the good neighbor brochure; and
8. Notification that a guest, local contact person, responsible person or owner may be cited or fined by the County in accordance with this ordinance and Riverside County Ordinance No. 725.

J. While a short term rental is rented, the operator or local contact person shall be available twenty-four hours per day, seven days a week for the purpose of responding within sixty (60) minutes to complaints regarding the condition, operation or guests' conduct of the short term rental.

- K. Prior to occupancy of a short term rental, the operator shall do the following:
1. Obtain the name, address and copy of a valid government identification of the responsible person;
 2. Provide a copy of the good neighbor brochure to the responsible person;
 3. Require the responsible person to execute a formal acknowledgement that he or she is legally responsible for compliance by all guests of the short term rental with all applicable laws, rules and regulations pertaining to the use and occupancy of the short term rental; and
 4. Maintain the information required herein, including copies of the notices provided, for a period of three (3) years and make it available upon request by any officer of the County responsible for enforcement

1 of any provision of this ordinance or any other applicable law, rule or
2 regulation pertaining to the use and occupancy of the short term rental.

3 L. The owner, operator or local contact person shall respond within sixty (60)
4 minutes of being notified that the responsible person or guest of the short
5 term rental created unreasonable noise, engaged in disorderly conduct or
6 committed violations of any applicable law, rule or regulation and halt or
7 prevent the recurrence of such conduct. The owner, operator or local contact
8 person shall be subject to all administrative, legal and equitable remedies
9 available to the County for failing to respond within 60 minutes.

10 M. Trash and refuse shall not be left stored within public view, except in proper
11 containers for purposes of collection by the County's authorized waste hauler.

12 N. The operator shall include the current short term rental certificate number on
13 or in any advertisement appearing in any newspaper, magazine, brochure or
14 internet website that promotes the availability of the short term rental.

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16 certificate revoked for the same dwelling within the past twelve calendar
17 months.

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19 requirements of Riverside County Ordinance No. 495, the Uniform Transient Occupancy Tax Ordinance.
20 For the purposes of Riverside County Ordinance No. 495 only, a short term rental shall qualify as a
21 "hotel."

22 Section 10. NOTIFICATION AND COMPLAINTS.

23 A. Written notice will be provided to all dwellings located within 100 feet of the
24 short term rental's property line that a short term rental certificate was obtained
25 for the short term rental. Such notification shall also include the operator's and
26 local contact person's contact information.
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1 B. Complaints related to the operation of the short term rental including, but not
2 limited to, unreasonable noise and disorderly conduct shall be initially
3 directed to the local contact person. If the local contact person is unavailable
4 or fails to respond, the complaint shall be made to the Riverside County
5 Sheriff dispatch service.

6 C. Complaints related to the issuance of a short term rental certification and
7 compliance with this ordinance shall be directed to the Riverside County
8 Code Enforcement Department.

9 Section 11. ENFORCEMENT, VIOLATIONS, FINES AND PENALTIES.

10 A. In addition to any other remedies provided by law, violations of this
11 ordinance shall be enforced as authorized in Riverside County Ordinance No.
12 725. Each day a violation is committed or permitted to continue shall
13 constitute a separate offense. Violations of this ordinance shall be treated as a
14 public nuisance and strict liability offense regardless of intent.

15 B. After an administrative hearing has been held in accordance with Section 10
16 of Riverside County Ordinance No. 725, a violation of any provision of this
17 ordinance by any of the guests, owners or operators shall constitute grounds
18 to suspend or revoke a short term rental certificate.

19 Section 12. SEVERABILITY. If any provision, clause, sentence or paragraph of
20 this ordinance of the application thereof to any person or circumstances shall be held invalid, such
21 invalidity shall not affect the other provisions of this ordinance which can be given effect without the
22 invalid provision or application, and to this end, the provisions of this ordinance are hereby declared to be
23 severable.

24 Section 13. EFFECTIVE DATE. This ordinance shall take effect thirty (30) days
25 after its adoption.

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27 BOARD OF SUPERVISORS OF THE COUNTY
28 OF RIVERSIDE, STATE OF CALIFORNIA

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By: _____
Chairman, Board of Supervisors

ATTEST:
CLERK OF THE BOARD

By: _____
Deputy

(SEAL)

APPROVED AS TO FORM
_____, 2015

By: _____
MICHELLE P. CLACK
Deputy County Counsel

SHORT TERM VACATION RENTAL SERVICES

SCOPE OF WORK

The County of Riverside Purchasing and Fleet Services Department, on behalf of Transportation Land Management Agency, is seeking qualified companies to work in partnership with County of Riverside to provide professional support services in the implementation and operation of its Ordinance Regulating Short Term Rentals throughout its unincorporated areas.

The purpose of the Short Term Rental Ordinance is to regulate the activity of renting a privately owned residential dwelling for any period of less than thirty consecutive days in order to safeguard the peace, health, safety and general welfare of the residents of the unincorporated areas of County of Riverside, their visitors and guests, by eliminating noise, overcrowding, and protecting the rights and integrity of their communities. Pursuant to the County of Riverside's Ordinance Regulating Short Term Rentals, short term rental operators must pay registration fees and remit transiency occupancy taxes (TOT).

A vendor will be required to provide the following services as outlined in the RFP:

1. Develop and submit to County of Riverside Planning Department for approval a Short Term Rental Certificate application.
2. Develop and submit to County of Riverside Planning Department for approval a process to issue Short Term Rental Certificates.
3. Identify all properties considered to be Short Term Rentals operating in unincorporated areas of the County of Riverside, including all owners, owners' agents, and rental agencies.
4. Contact and obtain information from each owner, owner's agent, and rental agency and, using this information, compile a complete list of all Short Term Rentals operating in unincorporated areas of Riverside County.
5. Ensure parties responsible for identified Short Term Rentals operating in unincorporated areas of the County of Riverside, including all owners, owners' agents, or rental agencies, apply for and obtain a Short Term Rental Certificate.
6. Collect and remit monthly to County of Riverside Planning Department all fees collected in registering and issuing Short Term Rental Certificates.

7. Prepare and submit monthly to County of Riverside Code Enforcement and Planning Departments a master list of properties that have obtained a Short Term Rental Certificate; the list should indicate the status of each certificate (e.g. active, expired, and/or suspended).
8. Prepare and submit weekly to County of Riverside Code Enforcement Department a master list of properties known or suspected to be operating without a Short Term Rental Certificate.
9. Notify neighbors within 100 feet of each Short Term Rental property that the property has obtained a Short Term Rental Certificate, with notification materials informing the neighbors how to file complaints and contact the on-call responsible party.
10. Provide any other information or necessary assistance to County of Riverside Code Enforcement Department to help issue citations to properties unwilling to obtain a Short Term Rental Certificate or not complying with other provisions of the Short Term Rental Ordinance.
11. Assist the County of Riverside to develop a process for the efficient and expeditious collection of TOT, including:
 - a. Notifying all parties responsible for Short Term Rentals operating in unincorporated areas of the County of Riverside that they will be responsible for collecting and remitting TOT;
 - b. Assisting all parties responsible for Short Term Rentals operating in unincorporated areas of the County of Riverside to ensure TOT is properly collected and remitted to the County of Riverside by ensuring each Short Term Rental files for a TOT permit and by generating regular reminders (whether by mail or email) reminding responsible parties when taxes are due;
 - c. Working with the County of Riverside Tax Collector to identify all properties refusing to remit TOT in a timely manner.