

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



ITEM: 3.111  
(ID # 25727)

MEETING DATE:  
Tuesday, August 27, 2024

FROM : TLMA-PLANNING

SUBJECT: TRANSPORTATION AND LAND MANAGEMENT AGENCY/PLANNING: Six-month status report for implementation of Ordinance No. 927.2 (Short Term Rental). All Districts. [\$4,675 Total Cost - Department Budget 100%]

RECOMMENDED MOTION: That the Board of Supervisors:

1. **RECEIVE and FILE** the six-month status report on implementation of Ordinance No. 927.2 (Short Term Rentals); and,
2. **DIRECT** the Planning Department to provide the Board of Supervisors an annual report on the status of Ordinance No. 927 (Short Term Rentals) at the end of each fiscal year.

ACTION: Policy

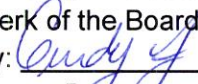
  
John Hildebrand, Planning Director 8/24/2024

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MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Perez, seconded by Supervisor Washington and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Gutierrez  
Nays: None  
Absent: None  
Date: August 27, 2024  
xc: Planning

Kimberly A. Rector  
Clerk of the Board  
By:   
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
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<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$2,805	\$0	\$4,675	\$0
<b>NET COUNTY COST</b>	\$0	\$0	\$0	\$0
<b>SOURCE OF FUNDS:</b> Department Budget 100%			<b>Budget Adjustment:</b> No	
			<b>For Fiscal Year:</b> 24/25	

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

**Historical Summary**

**Ordinance No. 927**

In **January 2016**, the Riverside County Board of Supervisors adopted the initial version of the Short Term Rental (STR) Ordinance (Ordinance No. 927), establishing permitting and operating requirements to address the growth of the industry and to support a homeowner’s business opportunity to utilize their property for transient stays.

**Ordinance No. 927.1**

Due to the rapid growth of the STR industry and subsequent large increase in STR operators, on **February 25, 2020**, the County of Riverside’s Board of Supervisors adopted an order initiating a comprehensive amendment to Ordinance No. 927 (Short Term Rentals). The Planning Department and County Counsel were directed to prepare and process the amendment. The comprehensive amendment went through multiple Planning Commission and Board of Supervisor hearings, where it was ultimately approved on **September 13, 2022**, and became effective 30-days later, as Ordinance No. 927.1 (Short Term Rentals).

**Ordinance No. 927.2 & the Moratorium in Idyllwild and Wine County**

During this STR overhaul amendment process, the Board of Supervisors enacted an emergency moratorium to prohibit any new STR certificates from being issued in the Idyllwild (including Pine Cove) and Wine Country communities, as defined in the Riverside County General Plan, due to the high concentrations. Ordinance No. 449.251 established the initial moratorium for 45-days, followed by Ordinance No. 449.252, which extended the moratorium for an additional 10 months and 15-days, ending on **September 9, 2023**. The Board of Supervisors then directed staff to establish two (2) separate subcommittee groups, comprised of STR stakeholders within the Idyllwild and Wine Country communities. County staff subsequently met with both groups over the course of multiple meetings, seeking input with how to address STR concentrations and operational issues. Given the uncertain timing related to taking these amended Short Term Rental Ordinance changes through the public hearing process, the moratorium end date was extended by the Board of Supervisors on **August 29, 2023**, for one additional year or effective date of this new ordinance, whichever comes first. This was adopted by the Board as Ordinance No. 449.253, extending the moratorium date to **September 9, 2024**.

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
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The moratorium was enacted and extended for the purpose of providing County staff time to evaluate and further amend the Short Term Rental Ordinance, to address the high concentrations and operational issues within these two (2) communities, and allow the Board of Supervisors the time to conduct public hearings on the changes prior to the expiration of the moratorium.

Ordinance No. 927.2 was heard by the Board of Supervisors during public hearings on **November 7, 2023**, and **November 28, 2023**. The Board of Supervisors then adopted Ordinance No. 927.2 on **December 12, 2023**, and it became effective 30-days later on **January 11, 2024**. This amendment established limits / caps on the number of STRs allowed within the Riverside County Wine Country and Idyllwild areas. In addition to approving Ordinance No. 927.2, the Board of Supervisors directed staff to provide a six (6) month status report to discuss implementation and effectiveness of the Ordinance.

**6 Month Status Report**

The following is a summary of the Short Term Rental Ordinance status as requested by the Board of Supervisors:

**Tier 1 Results**

With the adoption of Ordinance No. 927.2, caps / limits on the number of Short Term Rentals were established in both the Wine Country and Idyllwild communities, due to the concentrations. However, the Board of Supervisors provided a one-time opportunity to allow operators who had been paying Transient Occupancy Tax (TOT) between **September 13, 2021**, and **September 13, 2022**, to become certified with the County as a part of the Tier 1 process. Operators were required to provide documentation showing that they had paid TOT to the County during this period. County staff would then verify eligibility and determine if this first group of new operators could be allowed in or if a lottery would be needed, contingent upon the number of eligible operators relative to the respective caps in the Wine Country and Idyllwild communities. The following is a summary of the Tier 1 eligible requests and due to the number of eligible operators falling under the overall caps, coupled with natural attrition of existing operators not renewing their certificates, no Tier 1 lottery will be required, and all eligible operators are being provided the opportunity to become certified. Tier 1 notifications to the eligible operators have been sent.

Idyllwild	
Cap:	500
Existing Certificates:	462
Remaining Prior to Tier 1:	38
Tier 1 Eligible (51 Applications Received):	34
Tier 2 Spots:	4

Wine Country - Residential	
Cap:	105
Existing Certificates:	89
Remaining Prior to Tier 1:	16
Tier 1 Eligible (11 Applications Received):	10
Tier 2 Spots:	6

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
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<b>Wine Country - Equestrian</b>	
Cap:	8
Existing Certificates:	5
Remaining Prior to Tier 1:	3
Tier 1 Eligible (1 Applications Received):	0
Tier 2 Spots:	3

<b>Wine Country - Winery</b>	
Cap:	129
Existing Certificates:	88
Remaining Prior to Tier 1:	41
Tier 1 Eligible (16 Applications Received):	13
Tier 2 Spots:	28

**Tier 2 Process**

Given the monthly changes in operating STR certificates, due to natural attrition through no-renewals and in other cases enforcement action, the total number of valid certificates at any given time is somewhat fluid. Tier 1 notices have been sent and upon verification of these operators becoming certified, the Tier 2 process can be implemented. The County will then publicly notice a Tier 2 application submittal timeframe and accept all applications during that period. The County will evaluate the number of new certificates that could be allowed, based upon any capacity under the caps. If the number of applications exceeds the capacity, then a lottery process will take place, during an upcoming Planning Commission hearing.

**STR Certificate Management**

The County of Riverside has partnered with Deckard for the use of their Rentalscape program, which is an online application and certificate management system. The County is in the final stages of migrating over from the GovOS management system to Deckard, which has a more robust toolkit, reporting, and thematic mapping system. It is anticipated the rollover to Deckard will be finalized and implemented before end of year, 2024. At the time of drafting this report, the County is testing a real time mapping system that shows the location of all STR certificates within the unincorporated areas of Riverside County, along with site specific information including the certificate number, responsible operator’s contact information, and occupancy limits. This will become a publicly available mapping tool.

**Enforcement Summary**

Riverside County Code Enforcement continues to provide inspection and enforcement services for the Short Term Rental program. Since the second amendment to Ordinance No. 927 became effective at the beginning of 2024, the following represents Code’s efforts in managing the program:

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
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<b>Short Term Rentals</b>	
Enforcement Metrics - Jan 2024 to Jul 2024	
Inspections:	866
Cease and Desists:	539
Citations Total\$:	\$56,000
STR Calls/ email:	5,392
NOVs:	166
Cases - Opened:	319
Cases - Closed:	306
After Hours Complaints:	126

Enforcement of the Ordinance and ensuring public health and safety remains a priority for the County. Code Enforcement has an exclusive Short Term Rental (STR) team dedicated to managing the operations and permitting process for STRs across the County. The STR team has also partnered with Riverside County Sheriff's Office to further bolster the enforcement of STRs when a complaint is received off-hours and after Code Enforcement's normal schedule.

Based on recent feedback received from the community, the Code Enforcement and Planning teams are evaluating various additional enforcement opportunities for consideration. Furthermore, on August 23, 2024, the Code Enforcement department launched a 90-day Short Term Rental (STR) Concentrated Enforcement Operation in Wine Country. The operation team will monitor, cite and issue NOVs as deemed appropriate and will further maintain close communication with the RSO team related to repeated violators.

For submitting a complaint, you may call the 24-hour STR hotline at **(951) 955-2004** or **(760) 393-3344** or contact Code Enforcement via email at [codestr@rivco.org](mailto:codestr@rivco.org)

For general questions about the STR program and County Ordinance, contact the Riverside County Planning Department at **(951) 955-3200** or via email at [TLMA-STR@rivco.org](mailto:TLMA-STR@rivco.org)

**Next Steps**

**Annual Reporting**

Given the scope and scale of the Countywide STR program and general ongoing interest in its status, staff is also recommending that an annual report be prepared and presented to the Board of Supervisors, at closing of the fiscal year.

**Resources**

The Board of Supervisors had previously allocated funding for a dedicated position in the County to manage the STR program's customer service calls, email, and walk-ins, along with general support for the certification process. This position has been instrumental in providing

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great service; however, the volume of calls, email, and program administration tasks exceeds the capacity of one person. Staff will be presenting additional supporting staffing opportunities to the Executive Office as part of the annual Strategic Financial Plan (SFP) process.



Jason Farin, Principal Management Analyst 8/23/2024



Riverside County Board of Supervisors  
Request to Speak

Submit request to Clerk of Board (right of podium), Speakers are entitled to three (3) minutes, subject to Board Rules listed on the reverse side of this form. The Board may limit the public input on any item, based on the number of people requesting to speak and the business of the Board.

SPEAKER'S NAME: Debra Hunter

Address: 39480 Avenida de la Bandolero  
(Only if follow-up mail response requested)

City: Temecula Zip: 92592

Phone #: 708-138-7000

Date: 8/27/2024 Agenda # 3.111

PLEASE STATE YOUR POSITION BELOW:

Position on "Regular" (non-appealed) Agenda Item:

                     Support                      Oppose                      Neutral

**Note:** If you are here for an agenda item that is filed for "Appeal", please state separately your position on the appeal below:

                     Support                      Oppose                      Neutral

I give my 3 minutes to: Ron Kuehl

Parking validations available for speakers only – see Clerk of the Board.

(Revised: 06/13/2024)



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SPEAKER'S NAME: Terri Gonzalez

Address: 38540 Avenida de la Bandolero  
(Only if follow-up mail response requested)

City: Temecula, CA 92592 Zip: \_\_\_\_\_

Phone #: 951 303 6096

Date: 08/27/24 Agenda # 3.111

PLEASE STATE YOUR POSITION BELOW:

Position on "Regular" (non-appealed) Agenda Item:

\_\_\_\_\_ Support \_\_\_\_\_ Oppose \_\_\_\_\_ Neutral

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(Revised: 06/13/2024)

**Lopez, Daniel**

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**From:** ronald.kuehl@yahoo.com  
**Sent:** Monday, August 26, 2024 10:22 AM  
**To:** Clerk of the Board  
**Subject:** Powerpoint presentation for Item 3.111 on 8-27-24  
**Attachments:** Ron Kuehl Update 8-27-24.pptx

**CAUTION:** This email originated externally from the Riverside County email system. **DO NOT** click links or open attachments unless you recognize the sender and know the content is safe.

Hello

I will be speaking in person at the Board of Supervisors meeting on August 27th regarding Item 3.111 TLMA 6-month status report. Attached is my Power Point presentation. Please let me know if you have any questions.

Thank you  
Ronald Kuehl



STR 6-month update  
August 27, 2024

Presenter:

Ronald Kuehl  
Wine Country Residential District

## Code Enforcement has not been effective

- We view the current status of Code Enforcement as a failure
- This is NOT a funding issue, it is a procedural issue.
- It is time to strictly enforce the Ordinance

## Code Enforcement has not been effective

- We provided a list of non-compliant STR's advertising for > 10
  - Submitted on 2/8/24, 3/19/24, 4/15/24, again on 8/13/24.
  - The County stated notification letters were issued to Owners.
  - Today there are still 21 of the 35 violators still advertising > 10.
  - 927.2, section 14.2.e allows for administrative violations without NOV. First violation is \$1,500. Fines are not being issued.

## Code Enforcement is misinterpreting Admin Citations

Section 14.e states, “The County may issue an administrative citation against the Responsible Operator or Responsible Guest for ANY violation of the ordinance”

- \$1,500 fine for first offense.
- Since fines are not being levied, the “Bad Actors” are allowed to continuously disrupt our lives and are making a mockery of this County.
- Code repeatedly informs us that they are understaffed, or that they can't prove there is an issue, etc?

## Code Enforcement cannot verify field problems

Since Code Enforcement is unable to knock on any STR door:

- They cannot verify the number of occupants, even with 13 cars onsite?
- They are unable to verify who owns the cars parked illegally on the street
- They are unable to confirm illegal activity within the house

Code Enforcement's current conduct rules are contributing to the problem

## Enforcement is mishandling the 60 min. notification

Section 13.b of the Ordinance states, “Initial complaints shall be directed to the Responsible Operator. The Responsible Operator shall contact the Responsible Guest to correct the problem in 60 minutes....Failure to meet Code Enforcement within 60 minutes shall be considered a violation”

- Noise complaints result in Code Enforcement calling the Operator to quiet the guests.
- Code Enforcement asks us to call back in 60 minutes if they haven't quieted down?
- Every few days a new group of guests arrives....cycle starts over again.
- Separate funding was approved for 2 CE and 2 SRO officers in Wine Country
- Since the County may issue an administrative citation and fine for ANY violation of this Ordinance, why does Code Enforcement give a 60 minute warning each time?



✓

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SPEAKER'S NAME: Joel Feingold

Address: \_\_\_\_\_  
(Only if follow-up mail response requested)

City: Idyllwild Zip: 92549

Phone #: 310-613-5746

Date: 8-27-24 Agenda # 3.111

PLEASE STATE YOUR POSITION BELOW:

Position on "Regular" (non-appealed) Agenda Item:

Support \_\_\_\_\_  Oppose \_\_\_\_\_  Neutral

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I give my 3 minutes to: \_\_\_\_\_

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**SPEAKER'S NAME:** ESTHER Petrella

**Address:** \_\_\_\_\_  
(Only if follow-up mail response requested)

**City:** JWC **Zip:** 92592

**Phone #:** \_\_\_\_\_

**Date:** 08-27-24 **Agenda #** 3.111 (25727)

**PLEASE STATE YOUR POSITION BELOW:**

**Position on "Regular" (non-appealed) Agenda Item:**

\_\_\_\_\_ **Support** \_\_\_\_\_ **Oppose** \_\_\_\_\_ **Neutral**

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**SPEAKER'S NAME:** Paul Petrella

**Address:** \_\_\_\_\_  
(Only if follow-up mail response requested)

**City:** TWC **Zip:** 92592

**Phone #:** \_\_\_\_\_

**Date:** 08-27-24 **Agenda #** 3.111 (25727)

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SPEAKER'S NAME: Joseph Messin

Address: \_\_\_\_\_  
(Only if follow-up mail response requested)

City: Temecula Zip: 92592

Phone #: \_\_\_\_\_

Date: 8-28-2024 Agenda # 3-111

PLEASE STATE YOUR POSITION BELOW:

Position on "Regular" (non-appealed) Agenda Item:

X Support \_\_\_\_\_ Oppose \_\_\_\_\_ Neutral

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**SPEAKER'S NAME:** Alan Paynter

**Address:** 3887A Mesa Road  
(Only if follow-up mail response requested)

**City:** Temecula **Zip:** 92592

**Phone #:** 661-505-5509

**Date:** 8/27/24 **Agenda #** 3.111

**PLEASE STATE YOUR POSITION BELOW:**

**Position on "Regular" (non-appealed) Agenda Item:**

\_\_\_\_\_ **Support** \_\_\_\_\_ **Oppose**   X   \_\_\_\_\_ **Neutral**

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**SPEAKER'S NAME:** Tricia ~~Kuehl~~ Kuehl

**Address:** \_\_\_\_\_  
(Only if follow-up mail response requested)

**City:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Phone #:** \_\_\_\_\_

**Date:** 8/27/24 **Agenda #** 3.111

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