

GM Update- Compliance 'line' update

REGULAR MEETING AUGUST 28, 2020

COVID-19 Effect

- Sharp uptick in member services needs related and unrelated to Tahoe Donner covenants rules
- Increased population in Tahoe Donner for longer periods of time
- Anxiety over pandemic and consequences in the neighborhood
- Greater awareness of the neighborhood
- TD operational catch up after shutdown and furloughs/reduced work

Covenants Stats Highlights

Month	Complaint Category by Month	Total Complaints	Actual Violations
July			
	Garbage Spill	28	27
	Storage	10	10
	Noxious Activity	4	4
	Forestry	5	3
	Parking	16	11
	Lighting – Exterior Light Pollution	17	10
	Comments/Concerns/Opinion	26	0
	Camping	2	2
	Animal Control	3	2
	Fire Safety	8	6
	Noise	38	30
	Trash Dumping	3	3
	Inoperable Vehicle	1	1
	STR Occupancy*	5	5
	Trespassing	1	1
July Total		167	115
Grand Total		530	350

Complaint Category	2020
Comment/Concern/Opinion	102
Lighting - Exterior Light Pollution	80
Noise	79
Garbage Spill	62
Parking	43
Storage	28
Fire Safety	26
STR - Registration	26
Animal Control	15
Trespassing	13
Noxious Activity	11
Forestry	11
Business Activities/Signs	10
Trash Dumping	7
Occupancy	5
Nuisance	3
Common Area	2
Camping	2
Drone	2
Inoperable Vehicle	2
Garbage Misc.	1
Grand Total	530

Covenants Stats Highlights

Complaint Category	2018 Actual	2019 Actual	2020 YTD
Garbage Spill	66	102	62
Storage	70	26	28
Noxious Activity	63	37	11
Non-Covenants	22	5	0
Forestry	5	2	11
Parking	50	29	43
Lighting - Exterior Light Pollution	63	80	80
Comment/Concern/Opinion	32	30	102
Dilapidated Vehicle	1	2	0
Business Activities	9	12	10
Garbage Misc.	1	0	1
Common Area	0	4	2
Inoperable Vehicle	0	1	2
Animal Control	21	18	15
Fire Safety	20	12	26
Vehicle/Commercial	6	2	0
Firearm (BB Gun)	1	0	0
Noise	5	32	79
Hunting	1	0	0
Camping	1	0	2
Nuisance	0	5	3
Trespassing	0	0	13
Drone	0	2	2
STR - Registration/Rel. (Occupancy*)	0	4	31
Trash Dumping	0	2	7
Grand Total	437	407	530

Complaint Source	2017	2018	2019	2020
Staff	105	70	94	29
OneStop	82	104	83	122
Email	39	152	121	255
In Person at ASO	11	20	28	14
Telephone – includes after hours service	11	81	80	96
Forestry	3	3	1	14
Grand Total	251	430	407	530

*After hours call service facilitated 29 calls in July resulting in 29 potential violations

What is TD Doing to Address Increased Volume?

- Increased staff resources
 - Short term solutions
 - Shifting duties within ASO to add staff resource
 - Utilize cross trained staff outside ASO added resource
 - Filling vacant position in ASO blended position previously held for COVID-19 labor savings
- Education
 - Short to long term solutions
 - Traditional- through TD media channels
 - Targeted – owners registered as STRs; visitors
- Committee action
 - Mid to long term solutions
 - Clarification on rules application, rules, and enforcement procedures

Town of Truckee –update 8/27/20

- The Town of Truckee is in the process of developing an ordinance to regulate short-term rental operations and establish community-wide noise restrictions.
- Purpose: address community nuisance and safety impacts and specific issues associated with short-term rentals, such as trash, occupancy limits, parking, and fire safety. Learn more or submit a public comment at http://www.townoftruckee.com/STR_Regs.
- **Public review and comment period - open until September 8, 2020 at 5:00 pm.** Staff will collect and review written comments, consider updates, as necessary.
- Town Council Meeting – September 22, 2020
 - Council to receive presented draft ordinance to move forward with second reading in October and consideration of adoption