

Dear Mr. Bertoni and Councilmember Raman:

I want to call your attention to a problem with the operation of the home-sharing complaint line, a problem that has substantial adverse impacts on the ability of the City to identify problem properties and to mitigate quality of life issues endemic to short-term rentals.

The City currently pays \$182,287 yearly to Granicus/Host Compliance for the operation of the home sharing complaint line. The scope of services in the current contract dictates the following regarding the complaint line:

### **6.0 Short-term Rental Phone Hotline and Online Complaint Forms**

*Staffed telephone and online hotline/forms for neighbors to report non-emergency problems related to STR properties:*

- 6.1 Ability for complainants to make reports online or by telephone.*
- 6.2 Full documentation of all reported incidents.*
- 6.3 Digital recordings and written transcripts of all calls.*
- 6.4 Ability for neighbors to include photos, video footage, and sound recordings to document complaints.*
- 6.5 Real-time outreach to owners or managers of problem properties (whenever contact info is known).*
- 6.6 Automatically escalate unresolved issues to emergency responders where required.*
- 6.7 Ability to automatically generate email notification to City's code enforcement contact detailing complaint.*
- 6.8 Upon City's request, commercially reasonable integration of the short-term vacation rental hotline into existing 311 systems.*
- 6.9 Automatic reports to pin-point problem properties, repeat complainants, the number and types of reported incidents, complaint trends and other enforcement related information.*
- 6.10 Custom reports and analysis of hotline related activities.*

Noise from socializing and/or parties is one of the main quality of life problems that home sharing activities cause, however a caller to the home sharing complaint line is now directed to press one for noise issues. This then routes the caller to the LAPD non-emergency number. ***This means that no data is collected by Granicus/Host Compliance related to the incident.***

Further, the second option for the caller is to press two if there is a nuisance issue and the caller would prefer for the permit-holder to be notified. This is the option that will connect the caller to the hotline ***however it is completely unclear to callers that this is how to register a complaint.***

The data collection function has been undermined by the operation of the complaint line, leaving the home sharing department and the City in the dark on where the problem locations are and how many people are impacted.

To collect appropriate data, every caller should speak with an agent, the problems should be logged, and only then should the call be forwarded to outside agencies. Please change the operation of the hotline so that it can fulfill its intended purpose and provide appropriate data to the City.

Best regards,