

From: GERALD L ANDERSON [<mailto:canalfolk@verizon.net>]

Sent: Tuesday, June 16, 2020 11:21 AM

To: CityClerk <CityClerk@longbeach.gov>

Subject: June 16, 2020 Council Agenda item 10, Short-term Vacation Rentals Ordinance

-EXTERNAL-

Mayor Garcia, Members of the City Council and Staff:

I support the passage of the subject ordinance as written. The importance of having all STRs hosted cannot be emphasized enough. Hosted rentals make the primary home owner directly responsible for the supervision and behaviors that could lead to liability concerns for adjacent property owners.

Thank you for your work on and attention to this issue

Charliene Anderson, Naples

From: John Choi [<mailto:john.choi@airbnb.com>]

Sent: Monday, June 15, 2020 9:29 PM

To: Council District 1 <District1@longbeach.gov>; Council District 2 <District2@longbeach.gov>; Council District 3 <District3@longbeach.gov>; Council District 4 <District4@longbeach.gov>; Council District 5 <District5@longbeach.gov>; Dee Andrews <Dee.Andrews@longbeach.gov>; Council District 7 <District7@longbeach.gov>; Council District 8 <District8@longbeach.gov>; Council District 9 <District9@longbeach.gov>; Mayor <Mayor@longbeach.gov>

Cc: Kelly Colopy <Kelly.Colopy@longbeach.gov>; City Manager <CityManager@longbeach.gov>; CityClerk <CityClerk@longbeach.gov>; Linda Tatum <Linda.Tatum@longbeach.gov>

Subject: Fwd: Letter from Airbnb | Enhanced Cleaning Initiative for the Future of Travel

-EXTERNAL-

Honorable Mayor and Councilmembers,

Please find attached our comments related to the City Council's consideration of its short term rental ordinance highlighting Airbnb's Enhanced Cleaning Protocol, which we first raised to your attention in the email and attached letter below dated April 27, 2020. We have also attached recently released guidance from Cal-OSHA and the CA Department of Public Health, along with additional guidance from the County of Los Angeles, on the reopening of hotels and short term rentals.

We respectfully request your consideration of our comments and delay adoption of the short term rental ordinance in order to align Long Beach with this State and County-issued guidance.

Sincerely,

John Choi
Policy Manager

----- Forwarded message -----

From: kevin.brunke@airbnb.com <kevin.brunke@airbnb.com>

Date: Mon, Apr 27, 2020 at 4:50 PM

Subject: Letter from Airbnb | Enhanced Cleaning Initiative for the Future of Travel

To: <mayor@longbeach.gov>, <district1@longbeach.gov>, <district2@longbeach.gov>, <district3@longbeach.gov>, <district4@longbeach.gov>, <district5@longbeach.gov>, <district6@longbeach.gov>, <district7@longbeach.gov>, <district8@longbeach.gov>, <district9@longbeach.gov>

Cc: John Choi <john.choi@airbnb.com>, <kelly.colopy@longbeach.gov>, <citymanager@longbeach.gov>

Honorable Mayor and Councilmembers,

As governments continue to handle the COVID-19 health crisis and begin to review restrictions in advance of reopening their communities for travel, Airbnb today announced a new cleaning protocol for hosts moving forward which will require a minimum 24 hour waiting period between bookings.

The work is informed by the US Centers for Disease Control and Prevention (CDC) published standards; leading experts such as Dr. Vivek Murthy, former Surgeon General of the United States; and companies in the hospitality and medical hygiene industry.

Please see the attached letter from Chris Lehane, Senior Vice President of Policy & Communications at Airbnb, sharing more about the Enhanced Cleaning Initiative and other steps Airbnb has taken to protect hosts, guests, and the communities in which they operate.

Let me know if you have any questions.

Sincerely,

Kevin Brunke

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Kevin Brunke
Public Policy
Southern California

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John Choi
Public Policy
Los Angeles



June 15, 2020

Long Beach City Council
Long Beach City Hall
400 W Ocean Blvd
Long Beach, CA 90802

Re: Short-Term Rentals and Cleaning Protocol

Honorable Councilmembers,

At its meeting on May 19, 2020, the City Council directed staff to revise its draft short term rental (STR) ordinance to prohibit unhosted STRs and requested a report back from staff in no less than 6 months time with a number of additional items, including:

- To work with online platforms to develop cleaning and sanitizing protocols for STRs with an emphasis on unhosted stays
- Information regarding the economic impact of COVID-19 on Long Beach's tourism industry
- Transient Occupancy Tax (TOT) remitted to the City by hotels and STR platforms over the last 3 years
- Total number of permitted STRs in the City
- Citywide rental and housing vacancy numbers

While we appreciate the City's efforts to legalize and fairly regulate short term rentals, we have a number of concerns regarding the City's newly revised draft ordinance set for discussion at the June 16th meeting of the City Council. We urge the Council to reconsider its prohibition against unhosted stays, delay adoption of the ordinance, and amend its direction to staff to return with a report back within 30 days.

Prohibition of Unhosted STR

The prohibition of unhosted STRs will have damaging impacts on the ability of Long Beach to quickly recover from the negative economic effects of COVID-19. In 2019, Airbnb hosts earned \$24.7 million from sharing their homes. In the wake of the pandemic and the record breaking

number of layoffs, for many hosts this income will be even more important, and for some may be their *only* source of income.

In April 2019, Airbnb began collecting and remitting TOT on behalf of its hosts and through December 2019, remitted just over \$2m in new tax revenue. TOT remittances for January and February 2020 indicated continued growth of this new revenue source - all while hotels continued to enjoy record occupancy and revenue figures. Prohibiting unhosted stays will have a deep impact on this important economic engine and will dramatically slow down the recovery of the City's tourism economy. Moreover, unhosted STRs play an important role in attracting visitors and providing community access to Long Beach. This proposal would limit consumer options and make it harder for families to find affordable accommodations. The higher costs associated with renting multiple hotel rooms and a lack of kitchen facilities will reduce the number of visitors who choose to stay in Long Beach.

Furthermore, a prohibition on unhosted stays impacts Primary Residence hosts who share their homes when they are away. These hosts will no longer be able to earn income by renting their home when they are away for work or to supplement their own personal travel. This seems particularly harsh given the shelter-in-place orders that have required them to stay at home for the last 3 months.

STR Cleaning Standards & Protocol

The City Council based its decision to prohibit unhosted STR stays for at least 6 months on its stated concerns about a lack of established cleaning protocols for STRs. In fact, Airbnb first announced it was implementing enhanced cleaning protocols in the wake of COVID-19 and informed the city in a letter dated April 27, 2020 (attached) of our intent to develop specific guidelines to prepare to recover from this crisis and plan for the future of travel. We followed on this announcement by releasing industry-leading [cleaning and sanitization standards](#) for our community that are informed by guidance from the Centers for Disease Control and Prevention and collaboration with experts such as former U.S. Surgeon General Dr. Vivek Murthy. A product of this focused work is a 38-page cleaning handbook that provides extensive and detailed guidance to all of our hosts. Hosts will be required to review this handbook, take a quiz to test their understanding of the protocols, and attest to compliance moving forward. Upon meeting these requirements, listings will be identified on our platform as adhering to these new guidelines, creating further incentives for our hosts to participate. If hosts are unable or unwilling to do so, they will be required to maintain a 72 hour booking buffer between guests to ensure against the spread of contaminants. We are eager and stand ready to discuss our enhanced cleaning protocol with city agencies immediately.

Furthermore, the City of Long Beach's recommendations are now in direct conflict with recent [guidance](#) issued by the State of California *and* the Los Angeles County Department of Public Health on the reopening of short term rentals. Released on June 5th and effective June 12th, the California Department of Public Health (CDPH) and Cal-OSHA issued written guidance

(attached) on reopening hotels and short term rentals. This was followed by LA County issuing its own guidelines (attached) on June 10th which directly mirror the State's. For short term rentals, this guidance placed no limits on unhosted stays because they avoid interaction between visitors and operators. Without significant rationale in so doing, it does not make sense for Long Beach to create an entirely new standard for STRs contrary to *both* the state and the county.

Hosting Platform Responsibilities

The City's proposed regulatory scheme for hosting platforms raises serious legal concerns, particularly with respect to the federal Communications Decency Act (CDA), by requiring that a hosting platform "list the STR registration number/expiration date" (Sec. 5.77.070, Sub. A) for third-party short-term advertisements and "remove any listing for STRs" that violate the City's short-term rental law.

The CDA provides broad immunity for online hosting platforms from liability based on the activities of third parties on its platform. As made clear to staff and the City Attorney's office in multiple conversations, federal courts have routinely invalidated laws under the CDA that directly regulates a website's protected publisher function by forcing it to "alter," "edit," or "withdraw" third-party content. See *Zeran v. America Online*, 129 F.3d 327, 330 (4th Cir. 1997) ("[D]eciding whether to publish, withdraw, postpone or alter content" is an "exercise of a publisher's traditional editorial functions" protected by the CDA); *Herrick v. Grindr, LLC*, 306 F. Supp. 3d 579, 591 (S.D.N.Y. 2018), *aff'd*, 765 F. App'x 586 (2d Cir. 2019). Here, the City's requirements holding a hosting platform liable for failing to alter, edit, or withdraw third party short-term rental advertisements by requiring the inclusion of a STR registration number or taking down STR listings strikes at the heart of a hosting platform's protected publisher function in contravention of the CDA's purpose and objectives. See, e.g., *Metrophones Telecomms., Inc. v. Glob. Crossing Telecomms., Inc.*, 423 F.3d 1056, 1073 (9th Cir. 2005); *Zeran v. Am. Online, Inc.*, 129 F.3d 327, 334 (4th Cir. 1997).

With this context in mind, Airbnb and City staff previously agreed upon a legislative path forward at the end of last year to avoid a CDA legal challenge, while still serving the City's goals of robust short-term rental hosting platform compliance. As outlined in the City's draft November 19, 2019 Short-Term Rental bill, Section 5.77.070, Sub. E (Hosting Platform Responsibilities) provides:

The provisions of this Section shall not apply to a hosting platform whenever it complies with any Administrative Guidelines issued by the City and approved by resolution of the City Council that describe how the hosting platform shall satisfy the hosting platform responsibilities in this Section.

We urge the City to reintroduce and adopt this language. Per this language, the City and hosting platforms have the opportunity to craft detailed Administrative Guidelines that allow for an alternative path for hosting platform compliance, i.e., a hosting platform waives its CDA defenses relating to a STR registration field and STR listing takedowns *in exchange* for City notice of illegal short-term rental listings. This approach, which is replicated in a number of other major jurisdictions including San Francisco and Los Angeles, has proven to be a sustainable and impactful regulatory model that avoids the potential for costly litigation and advances the needs of the City and hosting platforms.

We respectfully submit these comments and request the City Council postpone its adoption of short term rental regulations and amend its direction to staff to report back with findings within 30 days.

Sincerely,

A handwritten signature in black ink, appearing to read "John Choi". The signature is fluid and cursive, with the first name "John" and last name "Choi" clearly distinguishable.

John Choi
Policy Manager

Cc: Honorable Mayor Robert Garcia
Tom Modica, City Manager
Kelly Colopy, Director of Health and Human Services



April 27, 2020

Honorable Mayor Robert Garcia
Long Beach City Hall
411 W Ocean Blvd
Long Beach, CA 90802

Dear Mayor Robert Garcia:

First, thank you for your leadership during these unprecedented times. As the spread of COVID-19 has dramatically changed our way of life over the past several weeks, we have come to rely on the clarity and decisiveness of our elected leaders to make sure that we as individuals, businesses, and communities are doing everything possible to keep our friends, family, and neighbors safe and healthy.

Our priority during this crisis continues to be working with cities across the country to make sure we are helping to slow the spread of this virus, while also thinking about what we need to do to start recovering in a way that minimizes the risk of a second or third wave of infections.

As part of these efforts, we launched in mid-March a global program called *Frontline Stays* to provide safe housing for workers who are traveling to provide their services to the areas hit hardest by the pandemic. This housing is also being used to protect local essential workers who need to isolate themselves to avoid jeopardizing the health of their families. To date, Airbnb hosts have offered more than 200,000 places to stay worldwide to be used in this effort, and we are actively working with governments in France, Italy, the United Kingdom, New York, New Orleans, Los Angeles, and beyond to help with their individual needs.

Additionally, we have heard from public officials about the need to clearly communicate with travelers moving from urban to rural areas to avoid COVID-19 spread. When the World Health Organization declared a global pandemic in mid-March, Airbnb clarified that its existing Extenuating Circumstances policy allowed travelers around the world to cancel eligible reservations for a full refund so they would not be in a position of choosing between money and safety. By allowing travelers impacted by COVID-19 to cancel for a refund, Airbnb's Extenuating Circumstances policy prioritizes public health and avoids spread. We continue to work with local governments to make hosts and guests aware of local policies--including through platform notifications--emphasizing that staying put is in the best interest of communities as we restrict movement as a nation to minimize the impact on our most vulnerable fellow citizens.

As we think about how we prepare to recover from this crisis and plan for the future of travel, sanitization and cleanliness standards will be front-and-center in any efforts to reopen our

888 Brannan Street
San Francisco, California 94103
United States



communities and allow people to work and travel again, even if at first it is localized travel designed to help stimulate local economies. Research we've recently conducted very clearly finds that travelers, whether individuals or families, will seek controlled and flexible spaces that limit public interaction and experience turnover less frequently. Because the nature of Airbnb's accommodations aligns with what people are looking for, Airbnb will be an important part of rebuilding the travel industry and helping communities recover.

Over the past several weeks we have monitored the guidance from the Centers for Disease Control and Prevention, and worked closely with leading experts to inform our policies and activities. We are also working with the former U.S. Surgeon General Vivek Murthy to develop new industry-leading cleaning and sanitization standards and resources for our hosts.

Today we are announcing our *Enhanced Cleaning Initiative*, which will launch on the Airbnb website in early May and designates a specific category of spaces listed on Airbnb that meet rigorous cleanliness standards and protocols, as advised by these experts.

As part of this launch, we hope to continue collaborating with governments on health and risk mitigation, including working together to integrate Enhanced Cleaning Initiative standards and inventory into transitional travel reopening plans. As part of this program:

1. First, we are developing a Cleaning Protocol, with enhanced procedures and guidance on how to clean every room in a home. These guidelines will become the leading standards in the home sharing industry and will include a learning and certification program to empower our host community. They build off of Airbnb's strong historical track record of cleanliness: To date 94 percent of all Airbnb reviews show that guests are satisfied with cleaning, scoring it at 4 or 5 stars after their stays. The Cleaning Protocol will also include specific information on COVID-19 prevention, like a wait period before entering, use of personal protective equipment, like masks and gloves, as well as disinfectants and sanitizers that are approved by regulatory authorities. These standards will be available to all hosts and we will encourage them to commit to and adopt these enhanced cleaning practices.
2. Alternatively, hosts will be able to opt into a new feature called Booking Buffer, to create a vacancy period between stays. Through an easy tool on the platform, hosts can commit to keeping their home empty for a set period in between stays, with no activity other than cleaning. Reservations will be automatically blocked during that time frame, currently set at 72 hours. This option takes into account that some hosts may not be able to commit to certification or source necessary products—but should still observe CDC recommendations and other applicable local guidance (such as wearing a mask) to the



best of their abilities. This concept is expert-backed and was first conceived for Airbnb's Frontline Stays project.

The feature to create a vacancy period between stays is informed by Airbnb's *Frontline Stays* project, which already requires 72-hour break between check-ins, given the higher exposure of responders, and cleaning guidelines that are based on CDC standards. We are also starting to work with local partners that specialize in professional cleaning to begin operationalizing these standards in the homes offered through *Frontline Stays*. We will take the learnings gathered from these pilot programs to develop similar programs for the Enhanced Clean Initiative category.

This is the first piece of what over the course of the next several weeks will be an extensive approach to cleanliness in travel in a world reshaped by the COVID-19 pandemic. We continue to view governments as key thought partners in ensuring that we are doing everything we can to instill trust in travelers and the communities that host them. Please continue to reach out to us to provide your thoughts and insight as we work together to restore safety and rebuild our local economies in the smartest, most sustainable, and healthy way possible.

Thank you,

A handwritten signature in black ink, appearing to read 'Chris Lehane'.

Chris Lehane
Vice President, Global Policy & Communications

Cc: Honorable Members of the Long Beach City Council
Kelly Colopy, Director of Health and Human Services
Tom Modica, City Manager



COVID-19 INDUSTRY GUIDANCE: Hotels, Lodging, and Short Term Rentals

Release date: **June 5, 2020**

Recommended effective date
no sooner than: **June 12, 2020**

All guidance should be implemented only with county health officer approval following their review of local epidemiological data including cases per 100,000 population, rate of test positivity, and local preparedness to support a health care surge, vulnerable populations, contact tracing, and testing.



OVERVIEW

On March 19, 2020, the State Public Health Officer and Director of the California Department of Public Health issued an order requiring most Californians to stay at home to disrupt the spread of COVID-19 among the population.

The impact of COVID-19 on the health of Californians is not yet fully known. Reported illness ranges from very mild (some people have no symptoms) to severe illness that may result in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions, such as heart or lung disease or diabetes, are at higher risk of hospitalization and serious complications. Transmission is most likely when people are in close contact with an infected person, even if that person does not have any symptoms or has not yet developed symptoms.

Precise information about the number and rates of COVID-19 by industry or occupational groups, including among critical infrastructure workers, is not available at this time. There have been multiple outbreaks in a range of workplaces, indicating that workers are at risk of acquiring or transmitting COVID-19 infection. Examples of these workplaces include long-term care facilities, prisons, food production, warehouses, meat processing plants, and grocery stores.

As stay-at-home orders are modified, it is essential that all possible steps be taken to ensure the safety of workers and the public.

Key prevention practices include:

- ✓ physical distancing to the maximum extent possible,
- ✓ use of face coverings by employees (where respiratory protection is not required) and customers/clients,
- ✓ frequent handwashing and regular cleaning and disinfection,
- ✓ training employees on these and other elements of the COVID-19 prevention plan.

In addition, it will be critical to have in place appropriate processes to identify new cases of illness in workplaces and, when they are identified, to intervene quickly and work with public health authorities to halt the spread of the virus.

PURPOSE

This document provides guidance for the hotel, lodging, and short term rentals industries to support a safe, clean environment for workers and customers.

NOTE: Hotel, lodging, and short-term rental operations with large meeting venues, banquet halls, or convention centers should keep those areas closed until each of those types of establishments are allowed to resume modified or full operation. Property managers, timeshare operators, and other rental unit owners and operators **must only rent unoccupied units and cannot rent rooms or spaces within an occupied residence until otherwise notified.** A residence or unit that is

rented while the operator is not physically present, or has a separate exterior entrance and exit that does not require the use of shared facilities, and is otherwise unoccupied, should be considered an unoccupied unit. When allowed to reopen to modified or full operation, operators should refer to guidance on such industries as it becomes available on the [COVID-19 Resilience Roadmap website](#). Additional guidance relevant for hotel and lodging operations, including dine-in restaurants, bars, fitness centers, family entertainment centers, hair salons, and retail operations, is available on the [COVID-19 Resilience Roadmap website](#).

The guidance is not intended to revoke or repeal any employee rights, either statutory, regulatory or collectively bargained, and is not exhaustive, as it does not include county health orders, nor is it a substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA.¹ Stay current on changes to public health guidance and state/local orders, as the COVID-19 situation continues. Cal/OSHA has more safety and health guidance on their [Cal/OSHA Guidance on Requirements to Protect Workers from Coronavirus webpage](#). CDC has additional guidance [for businesses and employers](#).



Worksite Specific Plan

- Establish a written, worksite-specific COVID-19 prevention plan at every facility, perform a comprehensive risk assessment of all work areas, and designate a person at each facility to implement the plan.
- Identify contact information for the local health department where the facility is located for communicating information about COVID-19 outbreaks among employees.
- Train and communicate with employees and employee representatives on the plan.
- Regularly evaluate the workplace for compliance with the plan and document and correct deficiencies identified.
- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.
- Identify close contacts (within six feet for 15 minutes or more) of an infected employee and take steps to isolate COVID-19 positive employee(s) and close contacts.
- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.



Topics for Employee Training

- Information on [COVID-19](#), how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
- Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- The importance of not coming to work if employees have symptoms of COVID-19 as [described by the CDC](#), such as a frequent cough, fever, difficulty breathing, chills, muscle pain, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on [CDC's webpage](#).

- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol (preferred) or 70% isopropanol (if the product is inaccessible to unsupervised children) when employees cannot get to a sink or handwashing station, per [CDC guidelines](#)).
- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).
- Proper use of face coverings, including:
 - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
 - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
 - Face coverings must cover the nose and mouth.
 - Employees should wash or sanitize hands before and after using or adjusting face coverings.
 - Avoid touching eyes, nose, and mouth.
 - Face coverings should be washed or discarded after each shift.
- Ensure temporary or contract workers at the facility are also properly trained in COVID-19 prevention policies and have necessary supplies and PPE. Discuss these responsibilities ahead of time with organizations supplying temporary and/or contract workers.
- Information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on [government programs supporting sick leave and worker's compensation for COVID-19](#), including employee's sick leave rights under the [Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's [Executive Order N-62-20](#).



Individual Control Measures and Screening

- Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any vendors, contractors, or other workers entering the establishment. Make sure the temperature/symptom screener avoids close contact with workers to the extent possible. Both screeners and employees should wear face coverings for the screening.
- If requiring self-screening at home, which is an appropriate alternative to providing it at the establishment, ensure that screening was performed prior to the worker leaving the home for their shift and follows [CDC guidelines](#), as described in the Topics for Employee Training section above.
- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Employers should provide and ensure workers use all required protective equipment, including eye protection and gloves where necessary.
- Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for workers who are screening others for symptoms or handling commonly touched items.
- Face coverings are strongly recommended when employees are in the vicinity of others. Workers should have face coverings available and wear them when on property, in breakrooms and offices, or in a vehicle during work-related travel with others. Face coverings must not be shared. Employers are generally encouraged to provide face coverings but must provide them when required by employer rules or these guidelines.
- Housekeepers and others who must enter guest rooms should be provided with and required to wear face coverings. Housekeeping must only service rooms when guests are not present. Housekeepers should be instructed to minimize contact with guests' personal belongings when cleaning. Housekeepers should be instructed to have ventilation systems operating and/or open windows whenever possible to increase air circulation.
- Employers should encourage handwashing, with soap and water, and/or using proper hand sanitizer for employees after interactions with guests, cleaning rooms, and opening mail or handle other commonly touched items. Valet service drivers, baggage handlers, and housekeepers should wash their hands regularly during their shift and/or use proper hand sanitizer.

- If possible, baggage deliveries should be done when guests are not in their rooms.
- Hotel and lodging operators should allow housekeepers extra time to clean rooms without loss of pay to account for required precautions and to allow them to conduct more thorough cleaning and disinfection of rooms between guests.
- Hotel, lodging, and short-term rental operations should take steps to ensure guests are fully aware of the facility's new policies and procedures prior to their arrival. Recommended policies and procedures include that the hotel or lodging operator has the right to cancel reservations for parties with symptomatic visitors and that there are new check-in procedures, physical distancing requirements, and cleaning and disinfecting schedules for accommodations, amenities, and common areas like the check-in/registration area.
- Guests and visitors should be screened upon arrival and asked to use hand sanitizer and to wear a face covering. Face coverings should be provided to guests who arrive without them, if feasible. Appropriate signage should also be prominently displayed outlining proper face covering usage and current physical distancing practices in use throughout the property.



Cleaning and Disinfecting Protocols

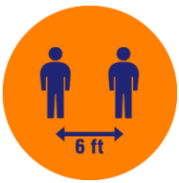
- Perform thorough cleaning in high traffic areas such as hotel lobbies, front desk check-in counters, bell desks, break rooms and lunch areas, changing areas, loading docks, kitchens, and areas of ingress and egress including stairways, stairwells, handrails, and elevator controls.
- Disinfect commonly used surfaces throughout the day and evening, including door handles, vending and ice machines, light switches, phones, washer and dryer doors and controls, baggage carts, shuttle door handles, toilets, and handwashing facilities. Disinfect surfaces during daily room cleanings. Clean dirty items before disinfecting.
- Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the employee's job duties.
- Equip workstations, desks, and help counters with proper sanitation products, including hand sanitizer and sanitizing wipes, and provide personal hand sanitizers to all staff directly assisting customers.

- Ensure that sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.
- When choosing cleaning chemicals, employers should use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide employees training on manufacturer's directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves and other protective equipment as required by the product.
- To reduce the risk of asthma related to disinfecting, programs should aim to select disinfectant products on the N list with asthma-safer ingredients (hydrogen peroxide, citric acid or lactic acid). Avoid products that mix these ingredients with peroxyacetic acid, sodium hypochlorite (bleach) or quaternary ammonium compounds, which can cause asthma. Follow the [asthma-safer cleaning methods](#) recommended by the California Department of Public Health.
- Vacuum cleaners must be equipped with HEPA filters. Avoid sweeping floors with a broom; if possible, use a vacuum cleaner instead.
- To minimize the risk of [Legionnaires' disease](#) and other diseases associated with water, [take steps](#) to ensure that all water systems and features (e.g., drinking fountains, decorative fountains) are safe to use after a prolonged facility shutdown.
- Avoid sharing phones, tablets, laptops, desks, pens, other work supplies, or offices wherever possible. Never share PPE. Any shared tools and equipment should be cleaned and disinfected before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, housekeeping carts and cleaning equipment, keys, time clocks, and all other direct contact items.
- Discontinue the use of shared food and beverage equipment in office pantries (including shared coffee brewers). Close manually operated ice machines or use hands-free machines.
- Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in offices, guest rooms, and other spaces.



Additional Cleaning and Disinfecting Protocols for Hotel Operations

- All reusable collateral, such as magazines, menus, local attraction details, coupons, etc., should be removed from guest rooms. Critical information should be provided as single-use collateral and/or electronically posted.
- Kitchen items, including pots, pans, and utensils, must be cleaned between each guest stay. All dishes must be washed, including the ones in the cabinet and others that may have been left in different rooms. Provide adequate dish soap and new, unused sponges for each guest upon arrival. Consider replacing utensils with one-time use dinnerware, if feasible.
- Properly clean all appliances and kitchen areas, including refrigerator shelving, the oven stovetop, coffee-makers, toasters, pantry shelves, and other areas.
- Dirty linens should be removed and transported from guest rooms in single-use, sealed bags. Removal and cleaning of all towels and linens at the conclusion of each guest stay should include all items, regardless of whether they appear to have been used or not. These items should be bagged in the guest room to eliminate excess contact while being transported. All bed linen and laundry should be washed at a high temperature and cleaned in accordance with [CDC guidelines](#).
- Consider leaving rooms vacant for 24 to 72 hours after a guest has departed.
- In the event of a presumptive case of COVID-19, the guest's room should be removed from service and quarantined. The guest room should not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room should only be returned to service after undergoing an enhanced sanitization protocol in accordance with [CDC guidelines](#).
- Install hand sanitizer dispensers, touchless whenever possible, at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobbies, restaurant entrances, meeting and convention spaces, elevator landings, pools, salons and exercise areas.



Physical Distancing Guidelines

- Implement measures to ensure physical distancing of at least six feet between and among employees, guests, and the public. These can include use of physical partitions or visual cues (e.g., floor markings or signs to indicate to where employees and/or guests should stand). Any area where guests or employees queue should be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, coffee shops and dining, and taxi and ridesharing lines.
- Physical distancing protocols should be used in employee break areas, uniform control areas, training classrooms, shared office spaces, the employee services window (via a teller style window), and other high-density areas in order to ensure appropriate distancing between employees.
- Employee pre-shift meetings should be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments should stagger employee arrival times to minimize traffic volume in back of house corridors and service elevators.
- Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.
- Consider offering workers who request modified duties options that minimize their contact with customers and other employees (e.g., managing administrative needs through telework).
- Close breakrooms, use barriers, or increase distance between tables/chairs to separate workers and discourage congregating during breaks. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.
- Redesign office spaces, cubicles, lobbies, front desk check-in areas, business centers, concierge service areas, and other spaces to ensure workspaces and guest accommodations allow for at least six feet distancing.
- Discourage employees from congregating in high traffic areas such as bathrooms and hallways and establish directional hallways and passageways for foot traffic, if possible, to eliminate people from passing by one another.
- Limit the number of individuals riding in an elevator and ensure the use of face coverings. Use signage to communicate these requirements.

- Require employees to avoid handshakes and similar greetings that break physical distance.
- Eliminate person-to-person contact for delivery of goods to physical offices. Avoid touching others' pens and clipboards



Additional Physical Distancing Guidelines for Hotel Operations

- Guests should enter through doors that are either propped open, if possible and in adherence to security protocols, or are automated or manually operated by an employee who is frequently handwashing and/or using proper hand sanitizer.
- Implement peak period queueing procedures, including a lobby greeter and having guests queue outside to maintain at least six feet of physical distance between persons.
- Employees should not open the doors of cars or taxis.
- Guest room service, laundry and dry-cleaning services, and amenity deliveries should be made available using contactless pick-up and delivery protocols wherever possible.
- Hotel and lodging operations with golf courses should only allow one player per cart, except for immediate family and people who cohabitate, and increase tee time spacing, and should only open once golf courses are allowed to reopen. Additional guidance on outdoor recreation is available on the [COVID-19 Resilience Roadmap website](#).



Additional Considerations for Short-Term Rental Units

- Property managers, timeshare operators, and other rental unit owners and operators **must only rent unoccupied units and cannot rent rooms or spaces within an occupied residence until otherwise notified**. A residence or unit that is rented while the operator is not physically present, or has a separate exterior entrance and exit that does not require the use of shared facilities, and is otherwise unoccupied, should be considered an unoccupied unit. It can be very difficult to maintain proper cleaning and disinfecting protocols when residents, tenants, and guests from different households share common items like kitchen appliances, laundry facilities, etc. Shared, temporary housing also presents challenges with physical distancing to prevent the spread of COVID-19.

- Property managers, timeshare operators, and other rental unit owners and operators should offer self or remote check-in and checkout, where possible. Consider installing a key lockbox or smart lock with a keypad, and provide renters the appropriate self check-in instructions.
- If possible, implement standard check-in and checkout times, and avoid early arrivals or late departures to minimize the possibility of disrupting the enhanced cleaning process between guest stays.
- Appropriate signage should be prominently displayed at the property entrance and other strategic locations on the property outlining proper face covering usage and current physical distancing practices in use throughout the property.
- Take the proper steps to thoroughly clean and disinfect the rental unit after each guest stay. This includes wiping down and cleaning and disinfecting all high-touch areas, including bed rails, tables, TV remotes, headboards, countertops, kitchen appliances, refrigerator handles, stove knobs, mirrors, and other items.
- Remove all leftover recycling, garbage, and trash from the rental unit. Line all the garbage cans, which will make it easier to dispose of tissues and other waste. Empty any food items the previous guest may have left in the refrigerator, freezer, and pantry.
- All linens must be removed and laundered between each guest stay, including items that appear to not have been used. When cleaning bedding, towels, or other laundered items in rental units, wear disposable gloves when handling dirty laundry and discard them after each use. Wash hands with soap or use hand sanitizer immediately after gloves are removed. Do not store extra linens or in the rental unit. Provide such items only on request.
- Do not shake dirty laundry. This will minimize the possibility of dispersing virus through the air. Launder items as appropriate in accordance with the manufacturer's instructions. Launder items using the warmest appropriate water setting for the items and dry items completely. Clean and disinfect laundry hampers according to guidance above for surfaces. If possible, consider placing a bag liner that is either disposable and thrown away after each use or can be laundered after each use.
- Clean all soft surfaces based on the manufacturer's instructions. This could include items like carpet, bedding, curtains, and upholstery. Remove visible dirt and grime and then clean with the appropriate cleaner for the material. If possible, machine-wash items according to the manufacturer's directions.

- Kitchen items, including pots, pans, and utensils, must be cleaned between each guest stay. All dishes must be washed, including the ones in the cabinet and others that may have been left in different rooms. Provide adequate dish soap and new, unused sponges for each guest upon arrival. Consider replacing utensils with one-time use dinnerware, if feasible.
- After each guest stay, properly clean all appliances and kitchen areas, including refrigerator shelving, the oven stovetop, coffee-makers, toasters, pantry shelves, and other areas.
- Vacuum cleaners must be equipped with HEPA filters. Do not sweep floors with a broom; use a vacuum cleaner instead.
- Bathroom toilets, showers, bathtubs, sinks, cabinets, and shelving should be sprayed with a multi-surface cleaner approved for use against COVID-19 by the EPA. Mirrors and any glass should be properly wiped down. The bathroom floor should also be vacuumed and/or mopped.
- Equip the rental unit with additional hand soap, paper towels, toilet paper, disinfecting spray or wipes, and hand sanitizer.
- If using an external or professional cleaning company, communicate expectations and plans for cleaning and disinfection standards, and get periodic confirmation that they are being followed by the contracted company.
- Communicate with guests on the cleaning and safety measures implemented, both pre-stay and during stay, via the listing content and property information booklet. Ensure guests understand all check-in and checkout protocols and any updated building or amenity policies (e.g. changes to services in apartment buildings).
- Service requests should be considered with regard for the safety of maintenance providers and guests. To limit exposure, defer nonessential maintenance while the rental unit is occupied and handle only emergency or urgent issues as allowed by applicable law where possible.
- Ensure that any HVAC/air filters have been replaced per the manufacturer's directions. Consider whether more regular replacement of the filters is necessary. Use high filtration efficiency filters. Do not touch the surface of used air filters and remove and dispose of them with minimal disturbance using disposable gloves.
- Consider instituting a 24-72 hour waiting period after a guest checks out before cleaning the rental units.
- Any rental unit intended for large gatherings, including conferences or meetings, should not be opened until such operations can resume.



Additional Considerations for Swimming Pools and Aquatic Venues

- Hotel, lodging, and short-term rental operations with swimming pools and splash pads should take additional steps to ensure those facilities are properly cleaned and disinfected for visitor use, according to [CDC guidelines](#).
- Please note that saunas, steam rooms, and hot tubs should remain closed.
- Maintain proper disinfectant levels (1-10 parts per million free chlorine or 3-8 ppm bromine) and pH (7.2-8).
- Consult with the company or engineer that designed the aquatic venue to decide which [List N disinfectants approved by the EPA](#) are best for the aquatic venue. Ensure the [safe and correct use](#) and storage of disinfectants, including storing products securely away from children.
- Set up a system so that furniture and equipment (e.g., lounge chairs) that needs to be cleaned and disinfected is kept separate from furniture that has already been cleaned and disinfected. Label containers for used equipment that has not yet been cleaned and disinfected and containers for cleaned and disinfected equipment.
- Launder towels and clothing according to the manufacturer's instructions. Use the warmest appropriate water temperature and dry items completely. Handle towels with disposable gloves and minimal disturbance, i.e., do not shake them.
- Discourage people from sharing items, particularly those that are difficult to clean and disinfect or those that are meant to come in contact with the face (e.g., goggles, nose clips, and snorkels).
- Ensure that the facility has adequate equipment for guests, such as kick boards, pool noodles, and other flotation devices, to minimize sharing wherever possible. Clean and disinfect the items after each use.
- For indoor aquatic venues, introduce and circulate outdoor air as much as possible by opening windows and doors, using fans, or other methods. However, do not open windows and doors if doing so poses a safety risk to staff, visitors, or swimmers.
- Change the deck layout and other areas surrounding the pool to ensure that the standing and seating areas can support physical distancing requirements. This could include removing lounge chairs or taping off areas to discourage use.

- Provide physical cues or guides (e.g., lane lines in the water or chairs and tables on the deck) and visual cues (e.g., tape on the decks, floors, or sidewalks) and signs to ensure that staff, visitors, and swimmers stay at least six feet apart from one another, both in and out of the water.
- Where feasible, install impermeable physical barriers such as Plexiglas where staff and patrons must interact and physical distancing is difficult.
- Consider implementing reservations for pool use or implementing other mechanisms to support at least of six feet of physical distancing. This could include reserving full-lanes for individual lap swimming and half-lanes for individual household use.
- Ensure that lifeguards who are actively lifeguarding are not also expected to monitor handwashing, use of cloth face coverings, or physical distancing. Assign this monitoring responsibility to another staff member.
- Aquatic venues should avoid activities that promote group gatherings and should be aware of local policies on gathering requirements to determine if aquatic fitness classes, swim lessons, swim team practices, swim meets, or pool parties can be held.
- CDC's [Model Aquatic Health Code](#) has more recommendations to prevent illness and injuries at public pools.

¹ Additional requirements must be considered for vulnerable populations. The hotel, lodging, and short term rental industries must comply with all [Cal/OSHA](#) standards and be prepared to adhere to its guidance as well as guidance from the [Centers for Disease Control and Prevention \(CDC\)](#) and the [California Department of Public Health \(CDPH\)](#). Additionally, employers should be prepared to alter their operations as those guidelines change.



From: Walter Gonzales (ELCA) [<mailto:wagonzales@expediagroup.com>]

Sent: Wednesday, June 10, 2020 11:37 AM

To: Mayor <Mayor@longbeach.gov>; Council District 1 <District1@longbeach.gov>; Council District 2 <District2@longbeach.gov>; Council District 3 <District3@longbeach.gov>; Council District 4 <District4@longbeach.gov>; Council District 5 <District5@longbeach.gov>; Council District 6 <District6@longbeach.gov>; Council District 7 <District7@longbeach.gov>; Council District 8 <District8@longbeach.gov>; Council District 9 <District9@longbeach.gov>

Cc: CityClerk <CityClerk@longbeach.gov>; City Manager <CityManager@longbeach.gov>; Linda Tatum <Linda.Tatum@longbeach.gov>; Diana Tang <Diana.Tang@longbeach.gov>; Kjell Stava <Kjell.Stava@longbeach.gov>; Raymond Morquecho <Raymond.Morquecho@longbeach.gov>; Celina Luna <Celina.Luna@longbeach.gov>; Walter Gonzales (ELCA) <wagonzales@expediagroup.com>

Subject: Short-Term Rental Proposed Ordinance and CA State Guidance - 6.16.20 Council Agenda

Importance: High

-EXTERNAL-

Dear Mayor Garcia and Councilmembers,

Thank you for the continued opportunity to collaborate with the City of Long Beach on the proposed short-term rental ordinance. As we have noted in our ongoing discussions and correspondence with City of Long Beach, Expedia Group supports regulations and oversight of the short-term rental (STR) industry. We see STRs as an important part of the tourism fabric. STRs provide an essential option for travelers, especially families, and give them an opportunity to enjoy your beautiful city in a more personal setting. And, during these uncertain times, unhosted rentals can offer options to better protect the health and safety of residents and travelers.

In addition to the concerns noted in our May 10, 2020 letter on Section 5.77.070, Platform Responsibilities, we want to provide feedback and guidance on the Council's recent decision to ban unhosted STRs.

The State of California recently released [guidelines](#) to assist in the reopening of the travel and tourism industry. Specifically, the state outlines safety consideration for short-term rental operations, ***prohibiting hosted stays in STRs*** --

*Property managers, timeshare operators, and other rental unit owners and operators **must only rent unoccupied units and cannot rent rooms or spaces within an occupied residence** until otherwise notified. A residence or unit that is rented while the operator is not physically present, or has a separate exterior entrance and exit that does not require the use of shared facilities, and is otherwise unoccupied, should be considered an unoccupied unit. **It can be very difficult to maintain proper cleaning and disinfecting protocols when residents, tenants, and guests from different households share common items like kitchen appliances, laundry facilities, etc. Shared, temporary housing also presents challenges with physical distancing to prevent the spread of COVID-19.***

As I mentioned in my May 20, 2020 email, our vacation rental brand, Vrbo worked closely with government, travel industry, and medical experts to ensure homeowners, property managers, and travelers are receiving aligned, clear cleanliness recommendations. Vrbo's [new guidelines](#) combine information from the Centers for Disease Control and Prevention, the World Health Organization, and Cristal International Standards (part of international certification and training company Intertek Group).

We now have three levels of guidance being shared within our industry: U.S. Travel's covering – from a macro level – the entire travel ecosystem, VRMA covering professionally managed vacation rentals, and Vrbo for partners of all stripes advertising on our platform. Vrbo believes proactive and science-based guidelines are vital to the responsible recovery of tourism in our communities.

Again, we are grateful for the City's efforts to engage with Expedia Group as part of this process. We look forward to continuing our work with you to identify sustainable, workable, and legal ways to assist Long Beach's efforts to increase compliance with local regulations. Please feel free to contact me at wagonzales@expediagroup.com with any questions.

Sincerely,

Walter R. Gonzales

Government Affairs Manager, Southwest Region

11920 Alterra Parkway

Austin, Texas 78758

Direct:

wagonzales@expediagroup.com



This electronic communication (including any attachment) may be confidential. If this communication is addressed to any Expedia Group personnel or legal counsel, it is also attorney-client privileged. If you are not an intended recipient of this communication, please be advised that any disclosure, dissemination, distribution, copying or other use of this communication or any attachment is strictly prohibited. If you have received this communication in error, please notify the sender immediately by reply e-mail and promptly destroy all electronic and printed copies of this communication and any attachment.

From: Walter Gonzales (ELCA) <wagonzales@expediagroup.com>

Sent: Friday, May 15, 2020 9:32 AM

To: Mayor@longbeach.gov; district1@longbeach.gov; district2@longbeach.gov; district3@longbeach.gov; district4@longbeach.gov; district5@longbeach.gov; district6@longbeach.gov; district7@longbeach.gov; district8@longbeach.gov; district9@longbeach.gov

Cc: cityclerk@longbeach.gov; citymanager@longbeach.gov; Linda.Tatum@longbeach.gov; diana.tang@longbeach.gov; Kjell Stava <Kjell.Stava@longbeach.gov>; Walter Gonzales (ELCA) <wagonzales@expediagroup.com>

Subject: Short-Term Rental Proposed Ordinance - 5.19.20 Council Agenda

Importance: High

Dear Mayor Garcia and Councilmembers,

Thank you for the continued opportunity to collaborate with the City of Long Beach on the proposed short-term rental ordinance. Expedia Group is a family of brands that includes vacation rental leaders

Vrbo and HomeAway. Our experience working with communities in California and around the world gives us a unique understanding of the kinds of regulations that work for municipalities like Long Beach.

As we have noted in our ongoing discussions with City of Long Beach staff, Expedia Group supports regulations and oversight of the short-term rental (STR) industry. We see STRs as an important part of the tourism fabric. STRs provide an essential option for travelers, especially families, and gives them an opportunity to enjoy your beautiful city in a more personal setting.

We write to provide feedback on the revised Platform Responsibilities Section of the ordinance, Section 5.77.070. Item A requires platforms to list the registration number *and* the expiration date of that registration. Based on our understanding of traveler behavior, it is our opinion that providing the expiration date does not adequately provide reassurance that the registration number will be valid at the time of a traveler's stay, particularly for travelers who plan their vacation months in advance. It would, in fact, have the opposite effect of creating the wrong impression and deterring reservations at a property after the displayed expiration date. No other jurisdiction in the U.S. requires HomeAway to do this. And for good reason: a family sitting down in December to plan its spring break or summer vacation in Long Beach would see numerous of perfectly valid listings with expiration dates before their planned vacation—and that family likely won't book at those properties, even though the property owner has every intention of renewing the registration.

As this proposal moves forward, we encourage Long Beach to keep two practical considerations in mind. First, the City is requiring platforms to list only properties with a valid registration, the City must make its registration information available to platforms, which means creating a registry of valid, registered properties that is updated regularly and frequently. Developing a registry portal and system can be a complex and time-consuming task. Based on our experiences with similar efforts in other cities, Expedia Group recommends allowing enough time to develop the needed system. Second, once enabled, the City's license registry, which must be accessible to platforms, must be updated at least once per day, and ideally in real time, as licenses are approved or revoked. That allows newly licensed operators to list their properties on STR platforms as soon as they are eligible and helps platforms remove unlicensed properties without delay.

Again, we are grateful for the City's efforts to engage with Expedia Group as part of this process. We look forward to continuing our work with you to identify sustainable, workable, and legal ways to assist Long Beach's efforts to increase compliance with local regulations. Please feel free to contact me at wagonzales@expediagroup.com or with any questions.

Sincerely,

Walter R. Gonzales

Government Affairs Manager, Southwest Region

11920 Alterra Parkway

Austin, Texas 78758

Direct:

wagonzales@expediagroup.com



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From: Dianne Sundstrom [<mailto:dianne.sundstrom@verizon.net>]

Sent: Tuesday, June 16, 2020 9:48 AM

To: CityClerk <CityClerk@longbeach.gov>

Cc: Kjell Stava <Kjell.Stava@longbeach.gov>; Linda Tatum <Linda.Tatum@longbeach.gov>;
Diana Tang <Diana.Tang@longbeach.gov>; Mayor <Mayor@longbeach.gov>

Subject: STR Ordinance on Council Agenda today

-EXTERNAL-

Good morning,

Please include this email in discussion of the STR ordinance on the agenda for Council today.

Large-Scale Special Events

From my perspective, allowing STRs to hold up to 6 large-scale, 24 hour events is very troubling and potentially very disruptive to our neighborhoods.

I am asking that you prohibit large-scale, commercial events at residential homes. There are many venues throughout the City perfectly suited to such events and not located in the midst of our neighborhoods.

Further, in my discussions with Kjell Stava, he stated: *"The provisions regarding the limited event permit have not changed since the last iteration of the Ordinance. Those details (6 events per year, neighbor notification, etc.) were never specifically called out in the Ordinance, they were only included in the staff report and continue to be staff's recommendations. **The STR Limited Event permit does not yet exist, it will be created at a later date by the special events office. So until that happens this ordinance, in effect, prohibits large events in STRs."***

How is it possible to include this element in the STR ordinance when the details of large-scale events have not been written?

I am asking that the Mayor and Council not include large-scale events in this ordinance.

Thanks for your consideration,

Regards,
Dianne Sundstrom

NetChoice *Promoting Convenience, Choice, and Commerce on The Net*

Carl Szabo, Vice President and General Counsel
1401 K St NW, Suite 502
Washington, DC 20005
202-420-7485
www.netchoice.org



June 16, 2020

Long Beach City Council
Long Beach, CA

RE: **Opposition to 20-0559**

Dear Long Beach Council members,

We ask that you not advance *20-0559 Recommendation to declare ordinance amending the Long Beach Municipal Code by adding Chapter 5.77, related to short-term rentals, read and adopted as read. (Citywide).*

20-0559's prohibition on Short-term Rental (STR)s would:

- Suppress tax collection and compliance
- Hurt local businesses
- Send Long Beach County on the wrong path

Benefits to your constituents of short-term rentals

STR services provide necessary income to many of your constituents. Over 52 percent of hosts nationwide live in low-to-moderate income households. More than 48 percent of the income hosts earn through certain short-term rental services is used to cover household expenses.

The presence of STR services also brings new money into parts of Long Beach underserved by hotels. In these underserved areas, travelers are not likely to encounter businesses in areas under-served by hotels. Conversely, guests who stay in districts via STR services, bring income to your districts as they visit restaurants, grocery stores, and businesses in these areas.

20-0559's prohibition on STRs depresses tax collection

We've seen high compliance rates when localities create reasonable registration and regulation for short-term rentals. By achieving a high level of compliance, Long Beach would enjoy a more reliable source of tax revenue from registered home owners.

Unfortunately, 20-0559 makes compliance more difficult. Consider the prohibition for 6 months of STRs. Under 20-0559, Long Beach residents who want to make their homes available via STR for just a weekend or two can't.

Such restrictions not only diminish compliance, but would merely send STRs underground. This means less tax revenue for the state and less oversight of short-term rental activity.

20-0559 makes more difficult for Long Beach residents to afford their homes

Many families making their homes available as STRs use the additional income to afford their homes. By imposing substantial restrictions on the ability of these families to earn additional revenue on these homes it makes it even harder for them to keep them.

But 20-0559's prohibition on STRs makes it harder for Long Beach families to keep their homes.

20-0559 hurts local businesses

It's not just the hosts that lose from a diminishing of STRs, but also Long Beach's local businesses. When travelers save on lodging, they have more to spend at Long Beach's local restaurants, shops, and stores. Moreover, short-term rentals encourage travelers to visit parts of Long Beach's not services by hotels.

In essence, short-term rentals mean more money for Long Beach's smaller businesses.

A better path for Long Beach

Instead of moving forward with the 20-0559, we instead suggest that you encourage the state legislature to follow Arizona and other states that are taking a reasonable approach to short-term rentals. Arizona successfully and proudly adopted legislation that creates registration requirements for hosts, opportunity for platforms to collect and remit taxes, state-wide standards, and local control for noise and other issues.

We ask that you not deny your constituents the right to earn extra money by sharing their homes. We hope that instead you look to create short-term rental policies developed through an open and transparent dialogue among policymakers, industry stakeholders, property owners, and the public.

So while we ask that you not prohibit, even for 6 months, short-term-rentals we welcome the opportunity to work with you on reasonable regulations that allow all to prosper.

Sincerely,

Carl Szabo

Vice President and General Counsel, NetChoice

NetChoice is a trade association of e-Commerce and online businesses. www.netchoice.org

From: Vacation Rental Management Association [<mailto:advocacy@vrma.org>]

Sent: Tuesday, June 16, 2020 8:09 AM

To: CityClerk <CityClerk@longbeach.gov>

Subject: Vacation Rental Management Association- Opposition to six month ban on short-term rentals

-EXTERNAL-

06/13/2020

Long Beach City Council
304 Nieto Ave
Long Beach, CA 90814

Dear Councilors:

The Vacation Rental Management Association (VRMA) is a 34-year old international trade association representing professional property managers of traditional short-term vacation rentals, including members located in Long Beach. We support efforts to regulate short-term rentals, including vacation rentals, as long as they are reasonable and enforceable. Your proposed six month ban is unacceptable for those needing short-term rental lodging in a time of needed social distancing.

Vacation rentals are economic drivers of the local economy and while the State of California slowly reopens and your local tourism economy rebounds, you will need short-term rentals to ensure safe and reliable lodging options for visitors and for locals who have other short-term rental needs.

The Vacation Rental Management Association (VRMA) and the Vacation Rental Housekeeping Professionals (VRHP) recently launched the [SafeHome program](https://www.vrma.org/safehome) [https://www.vrma.org/safehome], which provides cleaning and safety guidelines to ensure the safe reopening of vacation rentals in your community. These guidelines were developed by vacation rental industry experts from around the country.

From: Eve White [<mailto:evewhite562@gmail.com>]
Sent: Tuesday, June 16, 2020 10:14 AM
To: CityClerk <CityClerk@longbeach.gov>
Subject: Comment on STR for tonight's City Council meeting

-EXTERNAL-

Hi

I had problems submitting this on Speak Out. I understand I can submit via this office
Here is my statement for the Council:

We have been STR hosts since 2016. Following a cancer diagnosis we decided to buy a part-time home in an active adult community near our grandchildren. We didn't want to leave our family and lives in Long Beach, and made it affordable by doing short term rental. This enabled us to use our home when needed, and rent it when we are not in town only. A long term rental would make this impossible. This past year both I and my mother in Seal Beach had cancer. Having the facility to move us both into the home immediately rather than evicting a long term tenant, made a huge difference in our lives. We would very much like to continue being STR hosts as it enables us financially to continue this life style. Short Term Renters bring revenue to the city, and most of them couldn't afford the rates in hotel rooms. Our rental income is pretty much on par to what we were earning when this was a long term rental, so this is not impacting rental rates either. It is just enabling us to live our lives in a flexible way. We appreciate your consideration.

*Thanks very much,
Eve White, STR Host - LB District 7*