



STAFF REPORT
3/26/2025

TO: Honorable Mayor and City Council Members

FROM: Celina Jimenez, Director of Economic Development

SUBJECT: Approve Amendment No. 2 to the Master Professional Services Agreement with Deckard Technologies, Inc., for Short Term Vacation Rental Monitoring, Compliance, Enforcement, and Tax Collection Services in the Amount of \$34,387.50 for the second-year period of February 14, 2025 through February 14, 2026 and Authorize the City Manager to Execute the Contract Amendment

STAFF RECOMMENDATION:

Staff Recommends that the City Council considers approving Amendment No. 2 to the Master Professional Services Agreement with Deckard Technologies, Inc., for Short-term Vacation Rental Compliance Services in the amount of \$34,387.50 for the second-year period of February 14, 2025 through February 14, 2026 and authorize the City Manager to execute the contract amendment.

BACKGROUND:

The City's short-term vacation rental (STVR) monitoring and compliance program was launched in May 2018 and since then, the City's STVR market grew to approximately 350 STVRs, so it was determined that the City should solicit proposals from qualified firms to offer professional services to ensure the City has access to the most comprehensive and effective services in an effort to provide for a synergistic approach to managing the City's STVR program for all departments involved.

DISCUSSION/ANALYSIS:

Deckard Technologies ("Deckard") provided services for the first year, and all exchanges with them were positive. Deckard Technologies is professional, very responsive, and a great partner. They have been really good about providing support to staff, and have worked with City staff to immediately address any changes to the portal. Key services and features that Deckard Technologies provides include:

IDENTIFICATION, MONITORING & REPORTING	PRICE
Identify property address Identify property owner address Estimated 450 10,000 + Websites monitored daily, worldwide Daily Monitoring of all Calendar Activity Real-time Reporting of all New Listings FutureCost™ Automatic identification of violations	\$15,487.50 Annually
OUTREACH CAMPAIGN	PRICE
Letter campaign to inform STR owners/hosts about tax requirements/ procedures All letter templates will receive City approval pre-campaign Campaign includes one introductory letter and two additional escalation letters	\$3,675 Annually
STR REGISTRATION PORTAL	PRICE
Online, intuitive portal for registration and renewal Fields customizable to meet City needs Pursue delinquent payments from hosts Provide daily reports on new and modified permits	\$5,250 Annually
TAX PAYMENT PORTAL	PRICE
Easy to use online tax payment portal Configurable tax, late fee and interest rates on a per-property basis Provide daily reports on tax payments and remittances to the City	\$5,250 Annually
COMPLAINT 24/7 HOTLINE AND ONLINE FORM	PRICE
24/7 U.S.-based, bilingual Call Center with live agents (basic) Online complaint form (Complaint Form only \$2,000)	\$4,725 Annually
REPORTING & ANALYSIS	PRICE
On Demand, Dynamic reporting offering multiple ad hoc reports Filters allowing users to focus on specific segments of the STR population	Included
DEDICATED ACCOUNT MANAGER	PRICE
Single Point of Contact for City staff for all matters Ensures the City is following industry best practices Shepherds the implementation process from start to finish Periodic meetings/calls throughout the life of the account	Included
UNLIMITED ACCOUNTS & TRAINING SESSIONS	PRICE
No limit on the number of Rentalscape user accounts No per-session training costs	Included
TOTAL FOR YEAR 2	\$34,387.50

FISCAL IMPACT:

Funds have been budgeted to cover the cost of this contract for the portion of the term within FY 24/25. The remainder of the contract period will be included in the 25/26 budget request. The renewal options will be reviewed and approved pending satisfactory performance.

ALTERNATIVES:

1. Approve Amendment No. 2 to the Master Professional Services Agreement with Deckard Technologies, Inc., for Short Term Vacation Rental Monitoring, Compliance, Enforcement, and Tax Collection Services in the Amount of \$34,387.50 for the second-year period of February 14, 2025 through February 14, 2026 and Authorize the City Manager to Execute the Contract Amendment
2. Not approve

ATTACHMENT(S):

1. Amendment No. 2 - Deckard Technologies