



Agenda Item: Discuss and Consider Approval Of An Agreement with Galveston.com To Update Current Short Term Rental Registration Software

Background: Until recently, short-term rental (STR) properties only had to register with the Park Board once and pay a one-time \$50 registration fee. In September of 2021, the Galveston City Council approved Ordinance 21-051 which made the one-time registration and \$50 fee an annual requirement.

Beginning in December 2021, all STR property owners must register or re-register their properties with the Park Board. The registrations will be valid for one year, expiring on December 31st of the following year.

The plan is still to overhaul the Park Board's STR registration and online payment software, but that will not be completed until after the December 2021 registration deadline. Thus, our current STR registration software, written by Galveston.com, will need to be updated to accommodate the December 2021 deadline.

Staff met with representatives from Galveston.com to discuss the update to the current system. The updates include:

- Converting the process from the one-time registration fee to an annual requirement:
 - Track current/delinquent status for each property
 - Create process for Park Board staff to initiate billing for each new year
 - Create email reminders for new billing periods, unpaid reminders, delinquent reminders, and/or other notices as requested by staff
 - Update/create reports in Admin portal for staff to view current registration statuses
- Create interstitial "verification" page in which STR owners must confirm their property information in the system is accurate before annual payment can be completed
- Create "guest mode" to allow users to pay their annual registration fee without creating a username/account within the system.
- Clean-up Current STR Property Database
 - Create process to match existing registered STR properties with CAD address

The target date for completion is November 30, 2021.

Staff Recommendation: Staff recommends approval of the agreement with Galveston.com to update our current STR registration software.

Funding Source (if applicable): GF-60-5124 HOT Expense. Total cost of updates is \$9,500. The monthly license fee will increase from \$100 to \$500 per month.