

Qualitative Analysis of Survey

Overall

- Response rates (percentage estimated)
 - Full time residents – 229 or 38%
 - Part Time residents – 167 or 14%
 - STRs/managers – 211 or 78%
- Many survey respondents provided written comments
- Good feedback for the livability question
- The comments on STRs mirrored the quantitative results
- Many suggestions on managing livability and growth

Overall Comments

A level of frustration expressed on violation/enforcement of STR or City rules.

"...may call the STR company but never receive any help.."

"...Fireworks...."

"...homes rented under the table.."

"...too many cars parked..."

"...visitors bring dogs ...poop..."

Recognition of the positive role STRs/tourists play in the community

"...supports local businesses..."

"..a major portion of manzanita's revenues."

"...STR enhances livability... bring life to a community.."

Overall Comments

Recognition of town's growth as a tourist destination and suggestions to manage livability

- *"...natural growth of our city may bring new problems..."*
- *"...Brainstorm ways to educate tourists about being respectful of the environment and the community."*
- *"...appreciate very much the efforts of this survey. Well done...leadership for ..listening"*
- *"...I enjoy the business tourists bring to my community."*
- *" ... summer is terrible with cars, noise and people.."*

How do you define Livability?

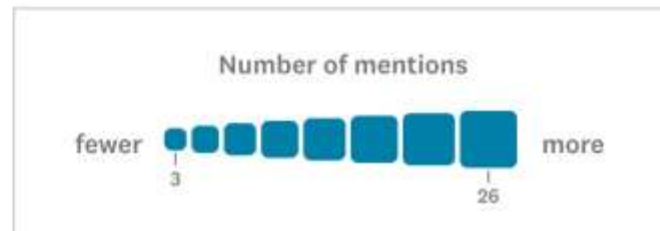
- Peaceful/Quiet/Safe
 - *“Not having to worry about who is next door.”*
 - *“Peaceful enjoyment.”*
 - *“A quiet street, little light and noise pollution. ..dogs and children under supervision..”*
- Cleanliness
- Safe walkable roads
 - *“..no speeding cars..”*
 - *“..good safe walking (including designated paths/sidewalks.”*

How do you define Livability?

- Neighborhood feeling
 - *"..Neighbors that we know well".*
 - *"People respect each other and pitch in when needed."*
 - *"..borrow a cup of sugar.."*
 -
- Vibrancy with activities
 - *"..vibrant businesses. Engaged and supportive community.."*
 - *"..events like the July 4 parade.." ".. farmer's market.."*
 -
- Restaurants/grocery/services
 - *..ability to access local establishments, goods, services.."*

Do STRs nearby affect your livability?

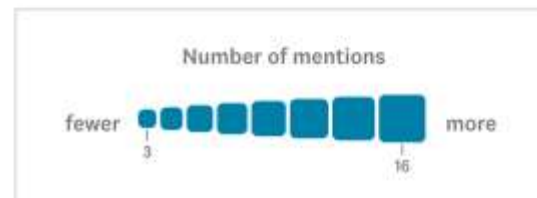
FT residents: Do STRs nearby affect your livability?



What concerns do you have about nearby STRs?

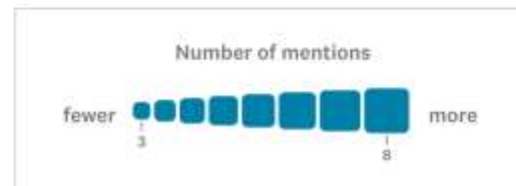
FT residents: Concerns about nearby STRs

Traffic street
houses people time fireworks
homes STR dogs regarding
limit issues street Loud
neighborhood traffic block
surrounding



PT residents - Concerns about nearby STRs

neighborhood speed safety
people Parking coming house
many street City
trash traffic often
renters issues dogs lights
timeManzanita STRs



Comments associated with STRs (and other homes)

- **Parking more cars than allowed**

- *"..Two properties across the street from us typically have five or six cars and people will park in the street halfway on our property."*
- *"....sometimes up to ten cars at one house."*

- **Noise/Music after quiet time**

- *"People on vacation are here to have a good time.." "...louder and up late.."*
- *"STR occupants at the house on my street are respectful."*
- *"Some renters are quiet and mellow; most are enjoying their vacation; some feel entitled to behave as if they are in a party zone, without consideration of being in a neighborhood."*
- *"My only bad experience is a local homeowners children disrespecting the rules ..when they are in town.the visitors are better."*
- *" ..50% of manzanita homes are second homes and not regulated.. fraternity parties, bachelor parties, family reunions ..far exceed the capacity of these houses and create chaos...and often STRs are blamed..STR regulations only cover 20% of homes...."*
- *"...Owner works hard to have tenants be quiet and follow rules..."*

Comments associated with STRs (and other homes)

- **Overcrowding (or party homes)**

- *"...12 ..staying at a house which only allowed 8.."*
- *"...homes that sleep 10 or more will inevitably be party houses...huge houses violate the nature, spirit of Manzanita..."*
- *"...has been a party house, with sometimes 16-20 occupants with several cars...frequent loud partying...prior to 10-3 law enforcement was very limited with what they could do.. dog poop in our yard..."*

- **Dogs barking/Poop**

- *Many comments about increased dog poop and barking. (STR visitors and general visitors)*

- **Increased traffic including cleaning crews**

- *"...speeding tourists..cleaning/rental crews.."*

Comments associated with STRs (and other homes)

- **Lights**

- *“much improved after Ordinance 10-3.”*
- *“A STR across the street is not following the lighting rules, but then there is a fulltime residence a couple of lots away that has bright lights on all night..”*
- *“..night sky rules are meaningless unless all residences are required to follow.”*

- **Compliance/enforcement**

- *“Noise, nine parked cars, dog poop in our yard,....” “..Constant calls to the rental agency.”*
- *“..agent handled issues..did a good job...”*
- *“..issue not addressed by STR manager until city intervened..”*
- *“..rigorous city enforcement of noise rules...”*
- *“...Agency number should be on city website...”*
- *“...our nearby STR owners have been very responsive to issues...”*

Additional comment reviews

- Review all comments/questions to determine:
 - Follow up
 - Communications gaps
 - STR committee domain or City Council domain
 - Next steps for implementation of suggestions to improve livability