

The HMC Board of Directors is very appreciative of the work performed by this Task Force for the benefit of our community. We thank you for the outstanding job the Task Force did on this report. For simplicity purposes we have summarized the recommendations that came from the report and addressed each one below in yellow highlighted text.

TASK FORCE RECOMMENDATION:

1. The HMC Board remind the HI community that VR's are legal on Herron Island.

HMC Board will provide this reminder to the membership.

2. Education Regarding Pierce County Ordinance on Short Term Vacation Rentals

Short term vacation rentals are a new and trending phenomenon. In our task force discussions, we found that there were several members, including a few current and prospective VR hosts, who were not familiar with the current Pierce County ordinance regarding short term rentals. The ordinance was updated in October of 2018. Educate our membership about the Pierce County ordinance pertaining to short term rentals. HMC require compliance with the Pierce County ordinance.

HMC will publish Pierce County ordinance requirements but will not attempt to establish or monitor compliance.

3. Complaints

The VR Task Force learned that the Rules Committee has not received any complaints about vacation rentals. While many people are reluctant to submit their complaints, we do have a rules committee to help with complaints. Unless complaints are documented, the extent of the problems cannot be measured.

Anyone with a complaint about a vacation rental consider the following;

- a. Talk with the VR owner first, just like we encourage one another to talk to our neighbors first.
- b. File a complaint with the HI Rules committee.
- c. Call the sheriff if a crime is being committed.
- d. File a Code Violation complaint with Pierce County

HMC Board will publish this recommendation from the Task Force and reinforce the existing Complaint/Rules process for members to use. Enforcement can only be achieved with membership's willingness to file complaints.

4. Optimize Ferry Efficiency

Optimizing ferry operations is a shared community goal. Knowing who is using the ferry and when will aid in planning ferry operations. All owners and their guests share interest in efficiently accessing Herron Island. Ferry access on summer weekends and holidays is a particular concern for everyone. Peak demand includes summertime Fridays, Saturday mornings, Sunday afternoons, and Holiday Monday afternoons.

Recommendation: Add Short Term Renters to the categories of ferry users and share ferry usage data with the HI membership.

HMC Board feels that existing process to collect passenger volume data is sufficient for our needs while protecting the privacy of our ferry passengers.

5. Add Ferry Runs

Continue communication with the ferry team to consider solutions to maximize efficiency. Add runs during peak times using stand-by and part-time captains and crew.

HMC Board has already addressed the ferry volumes to accommodate increased ridership in the spring and summer months by adding a 3rd crewmember on weekends and holidays. This expedites loading of vehicles by employing a 'bump and run' technique during shuttle runs.

6. Cross Train Ferry Crew

Cross training crew could add to the pool of captains who could make additional ferry runs during peak demand and still comply with US Coast Guard regulations regarding maximum hours crew can work. Having deck hands trained to handle the ferry in case of emergencies should be promoted for the safety of all passengers.

Cross train deck hands to become stand-by and part-time captains. Cross-train deck hands to be able to handle the ferry in case of emergency.

Continue use of second purser on all peak times.

HMC Management would be required to acquire a Training Certificate from the Coast Guard to cross-train our deckhands as captains. This would be expensive and involve an extensive certification process. Any member of our crew can seek to become a 100-ton certified captain by taking the Coast Guard's approved training courses.

7. Promote the use of ferry ticket coupons over cash.

For example, increase the member ferry fee to \$10 and keep the price of 10 coupons at \$72 or keep the cash price at \$8.00 and discount the price of 10 coupons to \$64.

This was studied extensively by the Finance Committee last year and the ticket/coupon discount was reduced because the higher discount did not provide any clear evidence that it increased the purchase of ferry tickets/coupons versus paying cash. At the same time we increased the guest fare to \$20.

8. HMC be supportive of the Vacation Rentals Owners Group and permit a button or link on the HMC Website.

HMC review the HMC website and consider adding a button for "GUESTS".

HMC Board agrees to provide a menu button on HMC website for Vacation Rental Owners Group, but retains authority to approve the content. And we agree to provide a menu button for Guests. This would also be the location for posting the Pierce County compliance requirements and reference to any necessary documentation the County requires.

Additionally, the Board suggests that the proposed Vacation Rentals Owners group continue and act as a liaison between the membership and the Board.

A further suggestion would be for all Short Term Rental Owners to prominently post the HMC Rules at each of their rental properties.

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