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From: tjna2002@yahoo.ca
Sent: Wednesday, September 11, 2019 5:10 PM
To: Public Submissions; City Clerk
Subject: [EXT] AirBnB comments



Thanks for receiving this email.

Those of us presenting this morning really appreciated the thoughtful, courteous and helpful manner in which the session was held.

Here's a quick summary of points that I made this morning.

Quick background:

1. I sell hotels and motels
2. I am about to be a part owner of a hotel.
3. I own one AirBnB unit (house) and am a "Superhost". (As an aside, Superhosts are great ambassadors for Calgary.)

Therefore I see and experience both sides of the issue regarding traditional hotel/motel owners and operators and the short term rental owners like AirBnb.

Why AirBnb for me? - My wife and I have used AirBnb on two occasions for longer term vacation stays because the locations local to the venues we wish to visit, they were more "plugged in" to the local community, and were less expensive for the longer stay.

Why Hotels or Motels for me? - For business travel, of which I do a reasonable amount, I always stay in hotels or motels because I do not want to have to clean or organize my room. I want all the amenities to work (wifi, business service centre, pool or workout space) and I want to go downstairs for the coffee shop or restaurant or across the street and ease of access for those short stays.

That percentage for me is 95% (hotels/motels) to 5% (AirBnb).

Benefits

1. **Local sourcing of supplies**
2. **Local patronage of local retail.** (Helps the bottom line of local businesses.) In my case there are seven eateries within walking distance. None are within any walking distance from any hotel.
3. **More utilization of underused capacity** - just like Uber and Lyft supply a much needed (if unappreciated) boost to the taxi industry.
4. **Necessary for financial survival** of some homeowners especially for many with high property tax.
5. **The City benefits economically** (actually more cash overall because more tourists can come to Calgary). This is because longer term stays are affordable by virtue of lower costs for families. My last rental was a 10 day stay from Ireland. Mum, Dad and two adult offspring. It would be so expensive for a hotel stay that this family would not have travelled to Calgary.
6. **Overall, AirBnb guests stay longer and spend more.**
7. **Many AirBnb properties provide great access to specific venues.** In my case that is the Foothills and Children's Hospitals and Canada Olympic Park. This is excellent for people with loved ones who are ill. (eg Tom Baker Cancer Centre). Privacy, quiet, room to bring one's suffering loved one which is fully public and only provides a one room location to be in. I have had several

guests who really appreciated my unit for this reason. As an aside, with the large reduction of rooms in the former Motel Village, alternative accommodation close to the hospitals is really appreciated.

Issues that cause concern

1. Complaints- Is the party issue as big an issue as some think? Party starters are generally local and usually one day stays. Those of us in the know usually require a minimum of a two day stay. By comparison, how large a problem is this party issue generally for the City?

2. Affect on hotel industry - we are creating other jobs (cleaning, AirBnB managers, for some owners it is there job, handymen, laundromats.

I attend many hotel conferences and interestingly overall the industry is increasing world wide and is actually very healthy. As our economy settles into whatever normalcy looks like for the hotel and motel industry along with short term rentals will adjust accordingly.

In 2016 a university professor or similar researcher presented findings about AirBnB to a lodging conference I was attending. The previous year AirBnB did \$900,000,000 in sales. They expected to be at \$2 billion by 2020. I am sure that number has been achieved, or will be or is already exceeded. Meanwhile the hotel and motel industry has continued growth apace with the exception of locations like our own here.

At that conference, I asked the enthusiastic speaker if they have also surveyed people like me, who prefer hotels and motels most of the time. They had not studied us but if they had I am convinced that their findings would have provided very positive assurance to hoteliers.

Going Forward

Finally, let's concur that we aren't Luddites. Bicycle lanes, electric scooters, Uber and Lyft are not going away. Can anyone envisage getting rid of bike lanes? In the new economy some technologies can be delayed for awhile but with world and humans' practices changing, all these new ways of doing will take root and prosper.

For Calgary it means: More tourism, More attendance at our venues, More cash spent in our city, More attraction to bring in More tourists and a healthier overall economy.

Thanks for taking this issue seriously and reasonably.

Best regards

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