Your GovOS Team

Eren Yar
STR Product Manager

Leta Miera
AK Account Executive

Cecelia Crnkovich
Single Filing Portal Manager
The AML STR Management Journey

**Understand**
- Identify & process property data

**Notify**
- Notify the right owners
- Provide clear Communication on Action Steps to each Property or Manager

**Statewide AML Registration Portal**
- Collect Safety Information (i.e., Emergency Contact)
- Statewide Host Education (i.e., guest safety, guest experience, local licensing info)
- Centralized information source for local license requirements to guide properties.
- Registration Fee to Support AML Resources for Members

**Support for Properties & Managers**
- Notifications and reminders
- Fielding “How do I?” calls

**Listening to your Communities**
- US Based 24x7 Hotline Fields Complaints for your Members
- Noise violations, over-occupancy, trash collection, parking issues, etc.

**Long-Term Success**
- Ongoing Host & Manager Communication through Registration Portal
- Always Current Property Information via Identification & Registration Renewals
- AML Provided STR Community Consulting via STR Program Analytics and GovOS Partner Resources

GovOS® Short-Term Rental | 3
GovOS Partners Included with Your Solution

GovOS Partners with industry leaders and is thrilled to offer the following services to complement the GovOS STR Solution.

**STR Ordinance Consultation Services**

**Included with GovOS STR**
Our expert community ordinance consultant will provide 2 educational consulting sessions to AML staff on best practices for STR Ordinances.

**Rent Responsibly**
Rent Responsibly will provide 2 educational consulting sessions to AML staff on best practices for responsible renting and creating short term rental alliances in AML communities.

**NoiseAware**
During first 90 days from the go-live date with the AML STR Solution, communities can offer STR owners a 50% discount on NoiseAware services specifically designed to protect community quality of life and drive higher compliance adoption.

**GovOS Partners Included with Your Solution**

- **Contract with GovOS for Preferred Pricing with our Partners**
- **Review Ordinances & Best Practices**
- **Communication and Education**
- **Community Preservation**
- **Identification & Registration of STRs**
- **Property Support & 24/7 Hotline**
- **Reporting & Analytics**
Integrated solutions for the journey, for every AML Member.
Solution Demonstration

Eren Yar, STR Product Manager
Thank You
Alaska Municipal League!

For more information, contact
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Leta Miera
Leta.Miera@GovOS.com
Short-Term Rental Sites

*These are representative sites providing the majority of results for all STR properties (+99%). We are consistently adding new boutique sources as well.
Who We Serve

Our Commitment to Local Government

- Hilton Head, SC
- Oceanside, CA
- Longboat Key, FL
- Sedona, AZ
- Hawaii County, HI
- Dewey Beach, DE
- Newport Beach, CA
- Vail, CO
- Rutherford County, TN
- Ashtabula County, OH
- Aspen, CO
- Washington, DC

$3.16B+
Tax Payments Processed

800+
Customers

11+
Years of Experience
Offering a Comprehensive STR Solution

280,000+
Businesses Enabled
<table>
<thead>
<tr>
<th>Benefits to All Stakeholders</th>
<th>STR Owner</th>
<th>Member</th>
<th>AML</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of Statewide Registration process</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clear understanding of best practices for operating STR in Alaska</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>One place to find all requirements for my STR location</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(i.e. local license requirements in addition to statewide registration)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GovOS Staffed System Support</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting of all registered properties, including emergency contact information, etc.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Educate all STR’s to provide a consistent Alaska Destination Experience. Creates return guest revenue and great PR for the state!</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>24x7x365 U.S. Based Hotline for Community Members, including online complaint form</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>AML Program oversight: Reporting and Statewide perspectives &amp; trends to inform policy recommendations, ordinance drafting</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Statewide reports to guide members on policy and trends</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Self-Funding</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>GovOS Partner Offerings</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
The Occupancy Tax Compliance Journey

Voluntary Compliance
- To Select Communities

Wayfair Supreme Court Ruling
- Includes Single Filing Experience for locally administered taxes to minimize business burden

Marketplace Facilitator Laws Enacted
- Almost Every State Adopts One
- Technology Solutions Deployed for Locally Collected Sales Tax States

Legislation for OTA’s
- States begin including OTAs in Marketplace Facilitator Bills

OTA’s Focus on Local Occupancy Tax
- OTAs begin lobbying for centralized or single remittance of these taxes vs. Local voluntary compliance

TODAY Occupancy Tax Technology Solution Deployed
Maintains local control & authority while reducing burden on taxpayer.

Long-Term Success
- Connection to OTA through mutual technology solutions.
- Opportunity for additional data rich programs with OTA’s through solutions.
- More collaboration with other communities in the state using better analytics to inform policy decisions.

See State Tax Research Institute Study from 7/22
The Journey: Today’s Status

Voluntary Compliance
- For select jurisdictions

Lack of Compliance
- For jurisdictions without a Voluntary Compliance Agreement (VCA)

Wayfair Supreme Court Case
- Nationwide attention on locally administered taxes
- Creates the need for a “Single Filing Experience” while maintaining local control and authority.
- Successful case studies for decentralized sales tax states such as CO & AK.

OTA Voice
- Reduce undue burden of remitting to each local jurisdiction separately.
- Starting to vocalize concerns with new OTA rulings in marketplace laws.

Lodging Tax Portal
The solution for all of today’s challenges.
Lodging Tax Portal Overview

How it Works
Making lodging tax collection simple to ensure accurate collections

1. Registration
   Your local tax jurisdiction registers on the GovOS Lodging Tax Portal

2. Easy Filing
   Marketplace files lodging tax for locally collected jurisdictions in the Portal

3. Direct Deposit
   Portal transmits taxpayer funds to all participating jurisdictions

4. Record of Returns
   Jurisdiction users can access tax returns in the Portal and enter them in their system of record

OTA’s
- Single Filing Experience
  - Simple Upload for Tax Return Creation
  - Single Electronic Payment
- Models “State Collected” process desired post-Wayfair and as documented in recent studies

Jurisdictions
- Automated Electronic Payments
- Secure, Digital Returns and Reporting
- Models Centralized Collection but with no loss of:
  - Control
  - Authority
  - Audit Processes
  - Delinquency Processes
1. **Onboarding**
   - Municipal League Contracts with GovOS
   - Onboarding process begins

2. **Jurisdiction Adoption**
   - AML and GovOS educate jurisdictions.

3. **Jurisdiction Adoption**
   1. Jurisdictions create logins and complete the in-system onboarding process.
   2. Jurisdiction is Active and able to be filed with by an OTA

4. **First OTA Tax Remittance!**
STR Customer Footprint & Success

- $2M+ in recent STR AI investment
- Tackling issues in STR since 2011
- Rapidly expanding nationally
- Used by top resort destinations in the US
- Over 80,000 STRs managed
- Only SOC 2 Certified Secure Platform
Things to consider in looking for a STR solution:

Key Features & Capabilities

- Property Identification
- Code Enforcement
- Outreach & Notifications
- Registration & Permitting
- Tax Collection
- Evidence Capture
- Reporting

Key Questions

- What are our current or possible STR ordinances?
- Preparing for the future:
  - STRs are still an emerging market and part of the rapidly changing “sharing economy”. Change is to be expected.
  - What is the ideal workflow?
  - What is the ideal future state of resources/people involved in the workflow?
- What support and/or burden will this implementation have on STR owners and property managers?
- How will you support the local short-term rental owners in the registration and tax collection process?
- How will you handle complaints?
- What is the impact this system and process have on the community?
GovOS STR Solution

“GovOS is always there for training, support, and challenging scenarios. The amount of relief this provides is unexplainable”

Town of Avon, Colorado

Experience
- 800+ counties, cities, municipalities and state governments
- Collected over $2.7B in tax and licensing revenue and processed over 250,000 licenses
- 100M+ citizens connected to our solutions

Technology
- Cloud-native Software, supported by Amazon Web Services
- Integrated payment processing for licenses and tax collection
- Strict security requirements, redundancy, 2-factor authentication, SOC-2 verification

Onboarding
- Onboarding is rapid, accurate, and seamless (3 months)
- Public-sector experience with proven methodology
- Designated conversion team assigned at contract execution

Support
- Single Point of contact to support you
- 4-dimensional support Model unique to the STR Industry
- Customer satisfaction leader in all aspects – agency, business and constituents

“GovOS is always there for training, support, and challenging scenarios. The amount of relief this provides is unexplainable”

Town of Avon, Colorado
## GovOS STR Solution Security and Support

<table>
<thead>
<tr>
<th>Security</th>
<th>GovOS</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>SOC 2 Type 1 &amp; Type 2 Certified</td>
<td>✓</td>
<td>x</td>
</tr>
<tr>
<td>Multi-Factor Authentication for Admins</td>
<td>✓</td>
<td>x</td>
</tr>
<tr>
<td>Hosting Application Data on AWS</td>
<td>✓</td>
<td>Varies</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Support</th>
<th>GovOS</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assigned Account Manager</td>
<td>✓</td>
<td>x</td>
</tr>
<tr>
<td>Implementation Training Included</td>
<td>✓</td>
<td>Varies</td>
</tr>
<tr>
<td>Average Support Email 1st Response Time</td>
<td>2 Hours</td>
<td>Days</td>
</tr>
<tr>
<td>Support Available for Jurisdictions and STR Property Owners/Managers</td>
<td>✓</td>
<td>x</td>
</tr>
<tr>
<td>Cost of Training Included</td>
<td>✓</td>
<td>Varies</td>
</tr>
</tbody>
</table>
Key Solution Differentiators

Native Cloud Platform
- Industry-leading security and protection
- “Always-on” system availability
- Scalability to support unlimited growth

Best-in-Class Solution
- Built from the ground up to solely focus on business licensing and tax
- Feature-rich, highly configurable solution that meets the needs of large and small jurisdictions
- Focus on ease of use for both internal staff and business community

Self-Service Design
- Online business center gives business community 24/7 access to licensing portal
- Citizen forms delivered through self-service workflows
- Supports 24/7 service delivery

Office Automation
- Easily create and maintain city configurations
- Workflows configured to meet your specific needs
- Permission system enables large teams to interact while maintaining ownership and control

Velocity Framework
- Product architected for ease of customization
- Pre-defined templates for rapid time to value
- Ease of process / workflow changes to incorporate new requirements
What we Do for Your STRs

**Self-Service**
- Providing your STR owners/operators 24/7 access to online business center
  - Registration
  - Renewals
  - Tax payments
  - Access to historical documents

**Convenience**
- Register and pay online anytime, anywhere
- Capturing STR operator and emergency contact information
- Automated system reminders and notifications

**Efficiency**
- Reducing paper, manual processes, and manual checks
- Our solution allows for multiple accounts and bulk filing/uploads

**Support**
- STR operators can reach out to GovOS support staff for registration & technical assistance
- 311 Hotline solution to field constituent complaints
- Registration training videos and online help docs
What We Do For Your Communities

Reinvest
• With increased tax revenue collection, additional funds can be reinvested to benefit the community

Preserve
• Proactive tools and resources to support community preservation
• 24/7 bilingual complaint hotline for local residents to submit concerns

Educate
• Access to educational resources related to industry products and services to promote awareness and safety
• Fostering equitable opportunity
North Elba, NY (Lake Placid)

GovOS Solution: Short-Term Rental (STR)
Population: 8,000+
STR Listings: 856+
STR Properties: 367+

Results of GovOS Powered Programs

• Annual STR Permit Fee Revenue: $198,402
  • (from 1/1/22 – 9/30/22)
• Current Compliance Rate: 88%
• Average Daily Rate for STRs: $447.40
• STR Permits Issued Since Go-Live: 764

Scan to read the success story:
Oceanside, CA

GovOS Solution: Short-Term Rental (STR)
Population: 175,000
STR Ads: ~6,115
STR Properties: 700+

Results of GovOS Powered Programs

• Year 1:
  o Collection of $8.8 million in online tax remissions
  o $14.5M total collected
• Current Compliance Rate: 93%+

Scan to read the success story:
The GovOS Difference

Secure, Mature & Modern
- The only SOC-2 verified, fully secure solution in the market
- 10+ years of proven technology and 100’s of deployments
- 5th Generation Modern technology stack

Reliable & Trusted Data
- More than just a data aggregator – focus on trusted data
- Information you can turn into action and solid decisions
- Property / rental data that is real time, secure & dependable

Complete, End-to-End Solution
- Industry’s most complete solution for managing entire STR lifecycle
- Self-service design for STR operators with integrated payments
- Built in workflow, notification, and system reminders

AI & Human Touch
- The latest in Artificial Intelligence and refined STR algorithms
- Each property and advertisement is reviewed by a data scientist specializing in STR properties.

“GovOS is always there for training, support, and challenging scenarios. The amount of relief this provides is unexplainable”

Town of Avon, CO
Distributed & Redundant Physical Architecture

- **High Availability**
  - All services are redundant
  - All services are geo-distributed
  - Data centers are west and east locations

- **Seamless Scalability**
  - All traffic is routed via a load balancer
  - All services are "auto-scaled" to ensure consistent response times and system scalability
  - Microservice and cloud-native architecture support real-time capacity growth and contraction

- **Business Continuity**
  - Data is continuously backed up to minimize recovery windows
  - Backups are kept for at least 5 years
  - Over 3 years without a service outage