

DATE	MT	CALL IN TIME	CALL #	PROPERTY ADDRESS NUMBER	ADDRESS	DESCRIPTION OF CALL	LOCAL RESPONSE CONTACT	TIME RESPONSIBLE PARTY RESOLVED	MANAGING AGENT/RESPONSIBLE PARTY ACTION	CITY RESPONDING PARTY	TIME OF RESPONSE	ACTION/FINDINGS	OWNER OCCUPIED	CITATION ISSUED* (see below)
4/10/2017	12:46	12:46 PM	2985	3553	El Gaucho	Constant music and partying, people coming and going	Regenia Money	No response	No response	CODE	13:10	Met with property manager there; kids yelling in the back and music very low was heard within the property but not at the street; advised no music allowed and to keep pool play at a minimum; gave good neighbor brochure	NO	Citation Pending - Failure to Respond
4/10/2017	14:20	2:20 PM	2986	2305	Bellamy	Kids screaming since 930 am and outdoor music	Ed Horowitz / Vic Yepello	2:25 PM	see below	CODE	14:45	No music or kids yelling heard from the street on arrival; made contact with tenant and informed him of noise complaint; music was very low inside but he was going to turn it off; gave good neighbor brochure	NO	
4/10/2017	See above	See above	2987	See above	See above	See above; continuation of call 2986	Ed Horowitz / Vic Yepello	2:27 PM	Advised it was a child with an iPhone.	See above	see above	See above	NO	
4/10/2017	21:22	9:22 PM	2988	490	N Orchid Tree	Trash spilling onto street from the cans	Chris Stone / Colin Sarjeant	9:31 PM	Chris contacting someone to pick it up, also contacting trash company	Hotline did not contact City Responder in error	N/A	N/A	NO	
4/10/2017	22:22	10:22 PM	2989	1890	Navajo	Loud Party, no music	Not listed -VRCD following up	N/A	N/A	POLICE	N/A	Awaiting report	NO	
4/11/2017	10:42	10:42 AM	2990	1890	Navajo	Huge party, screaming and yelling	Not listed-VRCD following up	N/A	N/A	POLICE	N/A	Awaiting report	NO	
4/11/2017	16:44	4:44 PM	2991	1335	S San Joaquin	Yelling and screaming in the back yard, adults and kids	Clare McTernan	4:51 PM	Talked to guests who will keep it down	CODE	17:00	No yelling or screaming could be heard on arrival or from street; made contact with female tenant who advised agent had called; she apologized and said they would comply	NO	
4/11/2017	18:23	6:23 PM	2992	1993	Mesa	Loud music	Casi Jones /Rob Duensing	No response	No response	CODE	18:42	On arrival, noise level below limit; made contact with renter, gave verbal warning and advised of noise laws	NO	Citation Pending - Failure to Respond
4/12/2017	21:38	9:38 PM	2993	2118	S Gene Autry	Loud conversation at Jacuzzi and kids screaming (having fun)	Acme	9:45 PM	James spoke to guests; will bring kids inside	USS	21:55	No noise heard from dwelling on arrival	NO	
4/12/2017	23:03	11:03 PM	2994	2194	Park	Loud partying, just voices	Acme	11:33 PM	James talked with guests and they're going inside	USS	N/A	Communication Error	NO	
4/13/2017	13:38	1:38 PM	2995	470	Sonora	Screaming out by pool	Mark Judson	2:01 PM	Kids playing in pool, not yelling or screaming; in compliance	CODE	14:00	Went to gate at the front of the property, unable to gain access or get anyone's attention; did not hear any noise or music	NO	
4/13/2017	16:27	4:27 PM	2996	2244	N Milben (caller called back and said wrong address)	Loud amplified music	PS Getaways	N/A	PS Getaways said no longer a VR - VRCD verifying	N/A	N/A	N/A	N/A	
4/13/2017	16:54	4:54 PM	2997	2210	Milben	Loud amplified music	Turnkey	5:37 PM	Advised guests to quiet down	CODE	17:35	There was music in the house but not audible at the front property line; spoke to tenants and explained the ordinance; they apologized and turned down the music	NO	
4/13/2017	17:14	5:14 PM	2998	2255	S Araby	Loud amplified music	Corp Office / Jay Castalde	5:32 PM	Music was turned down and found to be in compliance	USS	17:58	No noise coming from dwelling on arrival	NO	
4/13/2017		6:22 PM	2999	557	N Calle Marcus	Loud outdoor music	Turnkey	6:46 PM	Now in compliance	USS	6:40	No noise coming from dwelling on arrival	NO	
4/13/2017	20:36	8:36 PM	3000	470	Sonora	Kids screaming and yelling	Mark Judson	8:54 PM	No screaming or yelling; just talking	USS	9:11	No noise coming from dwelling; spoke with guest and advised of situation	NO	
4/13/2017	21:28	9:28 PM	3001	1921	S Araby	Loud yelling and music	Oasis Rentals	10:04 PM	Chris went by, 2 men in pool, not loud; speakers in house but not turned up all the way	USS	9:48	Property management was on site talking to renters and advised of noise complaint	NO	
4/13/2017	21:42	9:42 PM	3002	1921	S Araby	Loud pool party with music	See above	See above	See above for resolution	USS	see above	See above for resolution	NO	
4/13/2017	21:52	9:52 PM	3003	600	N Plaza Amigo	Music, loud yelling and shouting	PS Holiday	10:08 PM	Tina contacted the rental agent who said she would reach the guests and make them be quiet	USS	22:10	No activity or noise coming from dwelling	NO	
4/13/2017	22:18	10:18 PM	3004	2688	S Camino Real	75-80 people in the pool screaming and yelling	Acme	10:32 PM	Daniel spoke to guests, USS already there	USS	22:27	Talking and screaming on arrival; over occupied; party shut down and everyone left property but renters stayed. VRCD update 4/14/2017 - Management advised the renters have been evicted	NO	
4/13/2017	22:31	10:31 PM	3005	492	W Alvarado	Occasional shouting	By with Ty	10:53 PM	Ty said its guests of Owner, they are both inside	N/A	N/A	N/A	YES	
4/13/2017	22:44	10:44 PM	3006	10	Warm Sands	No music, loud screaming and carrying on	Carol Curry	11:12 PM	Carol spoke to guests, they are in game room and not that noisy; said they will quiet down	USS	23:17	No noise coming from dwelling; talked with renter and advised of noise complaint	NO	
4/13/2017	23:00	11:00 PM	3007	2688	Camino Real	All the cars from the party are now in the street	Acme	11:46 PM	Daniel called and all cars are gone, everything is quiet	USS	N/A	Communication Error. Being corrected	NO	

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4/13/2017	23:02	11:02 PM	3008	1003	W Twin Palms	Loud party	PS Rentals	11:14 PM	Ben called and guests are going inside and understand ordinance	USS	23:29	No noise coming from dwelling on arrival	NO	
4/13/2017	23:58	11:58 PM	3009	1821	Navajo	USS initiated this -Noticed loud party going on while investigating another address	VPS	N/A	N/A	USS	23:58	USS spoke with guests and they have taken it inside	NO	
4/14/2017	0:27	12:27 AM	3010	809	E Alexander Way	Loud party	Angela Inda / Giovanna Baraone	1:10 AM	Angela went to address, and guests took it inside	USS	1:05	No noise coming from dwelling	NO	
4/14/2017	0:32	12:32 AM	3011	665	Camino Norte	Loud voices sounding drunk	Scott Fields	12:45 AM	Scott went to address, heard 2 women, not too loud but asked them to take it inside	USS	1:18	US Security reports all quiet	NO	
4/14/2017	3:38	3:38 AM	3012	373	Via Sol	Huge party going on with outside amplified music and a bonfire	Acme	4:17 AM	Daniel tried calling guests and no answer; went to property and everything was quiet, no noise at all	POLICE	3:54	No audible music on arrival; but talking; contacted guests and advised of noise ordinance; they said they were going to sleep	NO	
4/14/2017	9:14	9:14 AM	3013	2283	Yosemite	Excessive cars parked; 4 cars and 3 bedrooms (no car limit under current Ordinance)	Laura Gutierrez	11:00 AM	Cars are in driveway	N/A	N/A	Not a violation	NO	Citation Pending - Failure to Respond
4/14/2017	9:51	9:51 AM	3014	439	E Avenida Palmera	Outside music can be heard across the street	Altamira Vacation Rentals	10:22 AM	Music was on inside with a door open and now is turned off; in compliance	VRCD	10:45	Quiet on arrival; no answer at door, left good neighbor brochure	NO	
4/14/2017	10:41	10:41 AM	3015	2283	S Yosemite	Screaming, yelling and loud music	Laura Gutierrez	11:00 AM	Manager calling in, thinks it was 2285 Yosemite; non Coachella renter, no music outside playing because system is broken	N/A	N/A	N/A	NO	
4/14/2017	11:03	11:03 AM	3016	3108	Via Escuela	Large party with amplified music	Roger Wheatley	N/A	Call center error	VRCD	11:40	Quiet; gated and rang doorbell at gate; talked with guest and reminded of noise ordinance, gave good neighbor brochure	NO	
4/14/2017	11:04	11:04 AM	3017	2283	Yosemite	Excessive cars parked; 4 cars and 3 bedrooms (no car limit under current Ordinance)	Laura Gutierrez	11:00 AM	Cars are in driveway (see above 3013)	VRCD	11:00	Spoke with guests; reminded of noise ordinance	NO	
4/14/2017	See above	See above	3018	2283	Yosemite	See above; continued report from 3107	See above	See above	See above	N/A	N/A	see above	NO	
4/14/2017	11:10	11:10 AM	3019	439	E Avenida Palmera	Outside music can be heard across the street	Altamira	10:22 AM	Message update from 3014	N/A	N/A	N/A	NO	
4/14/2017	See above	See above	3020	439	E Avenida Palmera	See above; continued report from 3019	See above	See above	See above	VRCD	11:17	Upon arrival all clear, no noise	NO	
4/14/2017	12:23	12:23 PM	3021	820	Nueva Vista	Music outside; PreCoachella party stated on Airbnb	Not a vacation rental	N/A	N/A	POLICE	13:20	Upon arrival advised the party and party was cooperative	NO	
4/14/2017	13:25	1:25 PM	3022	401	Baristo	Loud adults and screaming kids	Ron Sinacola	1:44 PM	Playing at pool; noise registered at 32 and asked them to keep it down	VRCD	1:45	Could hear light voices from front door, no noise at street; knocked and no answer; left good neighbor brochure; drove around block and could not hear anything	NO	
4/14/2017	13:25	1:25 PM	3023	421	Cahuilla	Amplified music, rave party with check in table, line cars	Not a vacation rental	N/A	N/A	N/A	N/A	N/A	N/A	
4/14/2017	13:27	1:27 PM	3024	2544	Starr	Screaming and yelling	Turnkey	2:19 PM	Greg called back; no noise going on, a couple of ladies talking and he couldn't hear them when walking	VRCD	2:20	No noise heard on arrival; agent was there and had spoke with guests when we arrived	NO	
4/14/2017	14:06	2:06 PM	3025	401	Baristo	Loud adults and screaming kids dup	Ron Sinacola	1:44 PM	Playing at pool; noise registered at 32 and asked them to keep it down	VRCD		See call 3022 for resolution	NO	
4/14/2017	14:12	2:12 PM	3026	1993	Mesa	Music audible from property line	Casi Jones /Rob Duensing	3:44 PM	Guests are being evicted	VRCD	2:45	Heard music at property line on arrival; gave good neighbor brochure and explained ordinance	NO	Citation A1851 issued to guests-Music at property line
4/14/2017	14:37	2:37 PM	3027	2544	Starr	Loud music	Turnkey	2:19 PM	Greg called back; no noise going on, a couple of ladies talking and he couldn't hear them when walking	VRCD	14:30	See call 3024 for resolution	NO	
4/14/2017	14:39	2:39 PM	3028	1951	S Araby	Listing is suspended and occupants there	N/A	N/A	N/A	POLICE	3:45	VRCD investigating	NO	
4/14/2017	14:47	2:47 PM	3029	1335	S San Joaquin	Loud yelling and screaming in pool	Clare McTernan	2:54 PM	Clare called and said not screaming and yelling at pool	VRCD	3:00	Kids in pool and parent was asked to be considerate of neighbors; gave good neighbor brochure	NO	
4/14/2017	14:53	2:53 PM	3030	987	N Fairview	Outdoor amplified music	VPS	3:18 PM	James said some music on but everything under control	VRCD	3:25	Heard low voices but no music on arrival; agent was there speaking with guests	NO	
4/14/2017	15:09	3:09 PM	3031	2120	N Junipero	Hear music coming from the back	Chris Cline/Jaime Kowal	3:27 PM	Music wasn't loud; couldn't hear from property line but asked to turn down	VRCD	4:10	Heard loud music at property line on arrival; contacted guests and advised of ordinance; guests uncooperative and re-contacted agent to respond	NO	Citation Pending - Music at property line
4/14/2017	15:16	3:16 PM	3032	1335	S San Joaquin	Loud screaming and yelling in pool	Clare McTernan	2:54 PM	Claire called not screaming or yelling	VRCD	14:49	Spoke with guests, guests advised kids playing in the pool, no noise found upon arrival	NO	
4/14/2017	15:18	3:18 PM	3033	644	E Lily	Loud outside music	VPS	3:25 PM	VPS said Owner Occupied	CODE	16:24	Property in a gated community not able to access the property	YES	
4/14/2017	15:29	3:29 PM	3034	2102	Berne	Outdoor music	Acme	3:50 PM	Marvin called and said when he got there nothing going on; in compliance	CODE	16:25	Knocked on the door, no response, no noise coming from the property	NO	

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4/14/2017	3:38	3:38 AM	3035	1525	E Maricopa	Can hear music coming from the home	Sanford Cohen/Ric Gomez	3:50 PM	Ric informed the guests no music allowed; they had cell phone one with little music	CODE	4:45	No noise or music on arrival; knocked on the door but no answer; left a good neighbor brochure	NO	
4/14/2017	15:56	3:56 PM	3036	683	Juanita	Very audible music	Adriana Valle	No response	No response	CODE	5:30	No noise or music on arrival; knocked on door and woman answered and said she had been advised of music and had apologized to neighbors	NO	Citation Pending - Failure to Respond
4/14/2017	16:07	4:07 PM	3037	207	E Palo Verde	Very loud music	Acme	4:34 PM	Marvin spoke to guests and in compliance	CODE	5:00	No noise or music on arrival; spoke to woman and gave a good neighbor brochure	NO	
4/14/2017	16:39	4:39 PM	3038	625	Palo Verde	Party started, about 10 cars	Ivan Arnold	4:49 PM	Per Ivan, Owner Occupied	CODE	17:10	Upon arrival no noise or music from the property.	YES	
4/14/2017	16:47	4:47 PM	3039	470	E Sonora	Screaming and yelling non stop	Mark Judson	5:00 PM	Owner in compliance, believes was false call	CODE	17:17	Could not hear anything at the property line; approaching house, heard children at pool; no answer at door so left a good neighbor brochure	NO	
4/14/2017	17:16	5:16 PM	3040	470	E Sonora	Screaming and yelling non stop	Mark Judson	5:16PM	Police called hotline directly, bypassed responding party	USS	17:21	Security reported no findings, property in compliance - reports possible false call	NO	
4/14/2017	5:28	5:28 AM	3041	2120	N Junipero	Hear music coming from rental	N/A	N/A	Message update from 3031	VRCD	17:27	Found guests not in compliance, citation being issued for music	NO	Citation Pending - Music at property line
4/14/2017	19:38	7:38 PM	3042	470	E Sonora	Loud outside	Mark Judson	8:30 PM	Kids in pool; in compliance	USS	19:54	Decibel reading 34.5.	NO	Citation Pending - Failure to Respond
4/14/2017	20:35	8:35 PM	3043	2103	Divot Lane	Over occupied; about 12 people in and out	365 Vac Rent	9:44 PM	No one home; rental house next door is having a party	USS	22:15	No one at the home, no answer on the door	NO	
4/14/2017	2:24	2:24 AM	3044	389	E. Glen Circle S	Outside amplified music very loud	Steve Bryan	No response	No response	POLICE	2:45	Occupants advised of noise complaint and they turned it off	NO	Citation Pending - Failure to Respond
4/14/2017	3:43	3:43 AM	3045	820	Nueva Vista Dr S	Loud outside music, voices and coughing	Not a vacation rental	N/A	N/A	POLICE	4:05	Upon arrival all quiet	NO	Citation pending - Failure to Register
4/15/2017	7:56	7:56 AM	3046	2233	E Smokewood	Over occupied; 13 cars	PS Rental Agency	No response	No response	POLICE	8:41	Advised guests of VR guidelines; parties cleared out and cleaned up trash	NO	Citation Pending - Failure to Respond
4/15/2017	7:59	7:59 AM	3047	2023	E Andreas	Way too many cars at the location 7+	PS Getaways	8:13 AM	No Response	CODE	9:50	Upon arrival 2 vehicles in driveway, 1 vehicle in garage. 4 other vehicles on the street. Contacted guests, and guests advised 10 people in the property. No violation found.	NO	Citation Pending - Failure to Respond
4/15/2017	8:04	8:04 AM	3048	401	Baristo	Loud kids in backyard with dad screaming before 8am	Ron Sinacola	8:26 AM	Kids were in the pool and he asked them to take it inside	CODE	9:30	No noise or music on arrival; rang doorbell and guest said agent had contacted him that children should not play outdoors until after 10am; Code explained neighbors would appreciate them keeping the noise down	NO	
4/15/2017	8:44	8:44 AM	3049	677	W Crescent	On suspension; want to report it being rented	N/A	N/A	N/A	VRCD	11:02	Owner there with friends for weekend	YES	
4/15/2017	11:14	11:14 AM	3050	513	Bedford	Bunch of kids at pool playing loud music	VPS	11:34 AM	Andy called back, didn't hear music when he arrived; everything is ok	CODE	11:55	No noise or music on arrival; rang doorbell and spoke to man, gave good neighbor brochure; he said agent had contacted him and he apologized	NO	
4/15/2017	12:39	12:39 PM	3051	1331	E Luna	Bunch of guys with really loud music	Turnkey	1:21 PM	Greg said had some music on but shut off now	CODE	1:40	No noise or music on arrival; knocked on door and spoke with 2 me; said agent had called and told them to take the music inside	NO	
4/15/2017	13:23	1:23 PM	3052	2210	Milben	Loud partying and music	Turnkey	1:35 PM	Was loud but left for festival; currently in compliance	CODE	1:55	No noise or music on arrival; quite a few people talking and laughing in backyard; spoke to man and reminded him of rules	NO	
4/15/2017	13:26	1:26 PM	3053	855	High Road	Loud outdoor music	VPS	1:45 PM	James spoke to guests and now in compliance	CODE	2:10	No noise or music on arrival; spoke with man and reminded him of rules	NO	
4/15/2017	13:40	1:40 PM	3054	2023	E Andreas	Loud voices	PS Getaways	2:12 PM	Adults talking and didn't appear to break rules; in compliance; 2 girls inside watching a basketball game with low music	CODE	2:35	No noise or music on arrival; spoke to man; explained the rules and he apologized	NO	
4/15/2017	14:05	2:05 PM	3055	2079	Roseta	Loud outdoor music	N/A	N/A	Not a valid street address	N/A	N/A	N/A	N/A	N/A
4/15/2017	14:38	2:38 PM	3056	2210	Milben	2nd call; playing outdoor music again	Turnkey	3:18 AM	Music off; leaving for festival, in compliance	CODE	4:04	No noise or music on arrival; reminded guests of rules	NO	
4/15/2017	14:52	2:52 PM	3057	2540	S Calle Palo Fierro	Coachellafest party, loud music	Susan Zenker/Tom Neville	3:34 PM	Susan said guest had music on while getting ready and have been warned; have left for Coachella	CODE	3:45	No noise or music on arrival; knocked on door and spoke with man; reminded him of rules	NO	
4/15/2017	15:50	3:50 PM	3058	1924	Navajo	Amplified music	VPS	4:10 PM	Guest had small portable radio out at pool and were made aware against rules; shut it off	CODE	4:25	Knocked on door and man answered; explained the rules and why Code was there; attitude was unpleasant and said thought music was allowed during the day; I explained no outdoor music was allowed at a VR	NO	

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4/15/2017	15:58	3:58 PM	3059	299	E Morongo	Outside music	Acme	4:28 PM	They had music but were told it needed to be shut off and they did so	CODE	4:45	No noise or music on arrival; spoke with man who said he did not know outdoor music was not allowed but turned it off when agent called	NO	
4/15/2017	16:56	4:56 PM	3060	1947	S Joshua Tree	Amplified outside music very loud	Dry Heat Resort-Agent said no longer works for Dry Heat (VRCD to follow up)	N/A	N/A	CODE	5:15	No noise or music on arrival; spoke to man and reminded of rules	NO	
4/15/2017	19:01	7:01 PM	3061	1335	S San Joaquin	Screaming in back pool area	Clare McTernan	7:12 PM	Claire said just kids playing in pool	USS	7:23	On arrival noise level below limit; made contact with guest and gave verbal warning, advised of noise laws	NO	
ORDINANCE NO.1918 - IN EFFECT AS OF 4/16/2017 - CITY OF PALM SPRINGS FIRST RESPONDER TO VACATION RENTAL HOTLINE COMPLAINTS. LOCAL CONTACT CONTACTED POST COMPLAINT INVESTIGATION														
4/16/2017	9:29	9:29 AM	3062	625	Palo Verde	Loud amplified music				VRCD	10:24	No music; a family with kids on way to church	NO	
4/16/2017	9:29	9:29	3063	634	Bedford	Loud amplified music				VRCD	10:20	Renters turned music off and VRCD notified management company. VRCD - Issued Citation	NO	Citation issued - Music at property line
4/16/2017	10:04	10:04 AM	3064	1335	S San Joaquin	Screaming pool action				VRCD	10:36	Found no music or kids screaming when arrived	NO	
4/16/2017	11:41	11:41 AM	3065	1980	Jacques	Loud music outside				VRCD	12:03	Renters turned music off and VRCD notified management company. VRCD - Issued Citation	NO	Citation issued - Music at property line
4/16/2017	14:18	2:18 PM	3066	699	Camino Norte	Loud music				VRCD	2:55	No music at this address, coming from 347 N Monte Vista (not vacation rental)	N/A	
4/16/2017	14:22	2:22 PM	3067	877	S Riverside	20 people in backyard yelling, screaming, music				VRCD	3:11	VCRD spoke with guests, turned off music and off to Coachella	NO	
4/16/2017	15:25	3:25 PM	3068	625	Palo Verde	Loud music				USS	3:59	No loud music, spoke with the guests gave brochure	NO	
4/16/2017	15:48	3:48 PM	3069	1632	S Sagebrush	Amplified outside music				USS	4:13	Music could not be heard at curb, knocked and advised no amplified music	NO	
4/16/2017	16:06	4:06 PM	3070	3330	Andreas	Outdoor music permeating into the neighborhood			Property on suspension	POLICE	6:08	No music and no answer at door	Unknown	
4/16/2017	17:29	5:29 PM	3071	899	N Avenida Palmas	Loud pool party with music				USS	6:20	Gate closed, noise low	NO	
4/16/2017	19:54	7:54 PM	3072	2233	E Smokewood	Audible music, heavy bass, beer bottles and trash				USS	8:51	Given citation for noise	NO	Citation issued - Music at property line
4/16/2017	19:55	7:55 PM	3073	2233	Smokewood	20 cars parked, loud party				USS	8:51	see above	NO	see above
4/16/2017	20:06	8:06 PM	3074	1003	W Twin Palms	Found chicken bones tossed over the fence (at the time of the call, chicken bones had been picked up. Nothing to see and unknown if guests still there)				N/A	N/A	Notified the owner of the call NEXT DAY	NO	
4/16/2017	22:35	10:35 PM	3075	207	E Palo Verde	Loud party, no music really				USS	11:05	Decibel level 35; gave verbal warning	NO	

Please note the column *Owner Occupied* . This situation has been a source of confusion in the past. To clarify, when a home is being Owner Occupied and having a gathering that creates a nuisance, it is not handled as a Vacation Rental complaint since it is not considered a guest stay. The PSPD is responsible for owner occupied matters.

*Citation Issued Column - "Citation Pending" means violation occurred, a citation will be issued, but may not have been issued at the time of this report