

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.

DATE	MT	CALL IN TIME	CALL #	PROPERTY ADDRESS NUMBER	ADDRESS	DESCRIPTION OF CALL	CITY RESPONDING PARTY	TIME OF RESPONSE	ACTION/FINDINGS	OWNER OCCUPIED	CITATION ISSUED* <small>(see below)</small>
4/17/2017	2:05	2:05 AM	3076	353	W Stevens	Partying outside, no music but very loud voices	POLICE	2:28	All quiet	NO	
4/17/2017	2:20	2:20 AM	3077	1133	Pasa Tiempo	A bunch of people in hot tub making a lot of noise	POLICE	3:22	All quiet	NO	
4/17/2017	2:40	2:40 AM	3078	299	E Morongo	Outside talking extremely loud	POLICE	3:00	Lights off, no sounds or noise	NO	
4/17/2017	3:31	3:31 AM	3079	207	E Palo Verde	Music and partying voices	POLICE	5:44	All clear	NO	
4/17/2017	15:15	3:15 PM	3080	3330	Andreas	Loud Party, no music	POLICE	16:00	Police/VRCD met VRCD onsite, resident advised was guest of the owner. No music upon arrival.	YES	
4/17/2017	17:51	5:51 PM	3081	1131	Rose	Loud outdoor music	USS	18:45	DCB at 42.1; reminded guests of noise ord and gave verbal warning	NO	
4/17/2017	20:25	8:25 PM	3082	1161	Via Esquerdo	Kids screaming in the pool	Not a valid address	N/A	N/A	N/A	
4/18/2017	11:10	11:10 AM	3083	2216	N Avenida Caballeros	Tree trimmings in her yard	CODE	11:18	Not a vacation rental issue	N/A	
4/18/2017	13:27	1:27 PM	3084	470	Sonora	Outdoor music, not loud but wont tolerate it	CODE	13:45	Heard no music; could not make contact, gate locked	NO	
4/18/2017	14:13	2:13 PM	3085	470	Sonora	Music outdoors; louder since first complaint	CODE	15:00	With access to adjoining yard, heard music beyond the property line; VRCD to follow up	NO	Citation Issued to Guest - amplified music
4/18/2017	21:58	9:58 PM	3086	1599	Via Estrella	Children screaming at the top of their lungs	USS	22:28	DCB at 34.6, gave verbal warning	NO	
4/18/2017	22:46	10:46 PM	3087	1599	Via Estrella	Caller said she would contact the City during the day	N/A	N/A	N/A	N/A	
4/19/2017	10:38	10:38 AM	3088	725	Dogwood Cir W	Loud outdoor music	POLICE	11:52	No music	NO	
4/19/2017	22:11	10:11 PM	3089	2055	Tulare	Lots of people in backyard, yelling and screaming	USS	22:31	At location and no noise	NO	
4/20/2017	17:07	5:07 PM	3090	1290	E Via Estrella	Rap music, very loud	USS	17:57	Totally quiet on arrival; then music started; citation issued	NO	Citation Issued to Guest - amplified music
4/20/2017	18:09	6:09 PM	3091	2390	Santa Ynez	8 cars and more arriving, music in back yard	USS	18:59	All is quiet	NO	
4/20/2017	18:44	6:44 PM	3092	520	E Chuckwalla	Loud music, noise	USS	18:49	Amplified music on arrival; gave citation to guest	NO	Citation Issued to Guest - amplified music
4/20/2017	19:15	7:15 PM	3093	809	E Alexander Way	Music and booming bass	USS	20:50	Doesn't hear music or noise; a lot of wind blowing	NO	
4/20/2017	19:36	7:36 PM	3094	2230	E Amado	Loud music	USS	20:10	Very windy, no noise or music upon arrival. Could not hear any music at front property line. Caller did not allow entry to their property.	NO	
4/20/2017	20:49	8:49 PM	3095	1240	S Calle Rolph	Loud music in back yard	USS	21:42	No music or noise coming from property; no answer at door	NO	
4/20/2017	20:54	8:54 PM	3096	455	E Francis	Music so loud the bass rattles the windows	USS	21:12	No music or excessive noise heard from door; advised guests of complaints and possible fines	NO	
4/20/2017	21:59	9:59 PM	3097	400	Ave Caballeros #7	Very loud party	POLICE	22:38	Spoke to guest who turned off music	NO	

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4/20/2017	22:14	10:14 PM	3098	2270	E Park	Yelling and partying	USS	22:44	DCB at 42; gave guests verbal warning	NO	
4/20/2017	23:14	11:14 PM	3099	1201	S Sagebrush	Loud party with music	USS	23:33	No loud music or talking on arrival	NO	
4/21/2017	0:07	12:07 AM	3100	2124	N Caballeros	In back yard yelling, screaming and playing in pool	USS	0:40	Arrived, spoke with guests issued warning. Noise level at 40.5 decibels	NO	
4/21/2017	1:02	1:02 AM	3101	490	N Orchid Tree	Loud party woke caller up	USS	1:30	No noise or music coming from the home, windy, 3 cars present	NO	
4/21/2017	2:24	2:24 AM	3102	1889	Los Alamos	Loud laughing, partying	USS	2:46	No music or noise found upon arrival at the location	NO	
4/21/2017	9:08	9:08 AM	3103	2230	Amado	6 cars at residence	VRCD	10:19	7 cars; spoke with rental agency and they are on their way over to remove cars.	NO	
4/21/2017	9:40	9:40 AM	3104	2270	Park	Yelling and screaming, music in the back yard	VRCD	10:19	Gave verbal warning	NO	
4/21/2017	11:49	11:49 AM	3105	2135	E Sonora	Amplified music and being loud at pool	VRCD	13:01	Music not audible at front property line. No property access given by the complaining party to record violation. Gave guests verbal warning and advised property management company.	NO	
4/21/2017	12:45	12:45 PM	3106	2102	N Berne	Outdoor music, lots of people	VRCD	1:08	Property is quiet, 1 car in driveway. Spoke with guests and gave a good neighbor brochure.	NO	
4/21/2017	13:30	1:30 PM	3107	1127	E Mesquite	Amplified loud music	CODE	14:00	Music at property line; tenant refused ticket; VRCD following up	NO	Citation Issued to Guest - amplified music
4/21/2017	13:54	1:54 PM	3108	2294	N Starr	Loud amplified music	CODE	14:40	Could not hear music at property line, but did at front door; could not make contact with guests but notified agent to handle	NO	
4/21/2017	14:41	2:41 PM	3109	1841	N Berne	Loud outdoor music and kids screaming at pool	CODE	15:15	Could not hear music at property line, but did at front door; made contact with guests and advised of music rules	NO	
4/21/2017	15:08	3:08 PM	3110	470	E Sonora	Screaming and yelling all day at the pool	CODE	16:50	No noise at front property line and couldn't open gate; left good neighbor brochure	NO	
4/21/2017	15:12	3:12 PM	3111	2722	E San Angelo	Over occupied and very loud	Not a valid address	N/A	N/A	N/A	
4/21/2017	15:21	3:21 PM	3112	1821	Navajo	Lots of people in back yard, yelling and screaming	CODE	17:00	Heard low talking and laughing from back yard; no answer at front door and left a good neighbor brochure	NO	
4/21/2017	18:10	6:10 PM	3114	470	E Sonora	Screaming and yelling	USS	18:41	DCB at 35.5, made contact with guest	NO	
4/21/2017	20:06	8:06 PM	3115	2360	E Acacia	Outside bass, loud voices	USS	20:41	No one was home, no sound coming from home	NO	
4/21/2017	23:42	11:42 PM	3116	855	High	Yelling front and back, party in garage, outside music	USS	0:48	Citation issued to guest for excessive noise; guests taking it inside	NO	Citation Issued to Guest - excessive noise
4/22/2017	1:55	1:55 AM	3117	2282	Alhambra	Outside music, loud screaming	USS	2:29	DCB at 39.5, gave verbal warning, party over and went inside	NO	
4/22/2017	1:59	1:59 AM	3118	1260	San Jacinto	Just drove up and bunch of kids started yelling	USS	2:30	DCB at 38.7, explained code, guests going inside	NO	

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4/22/2017	3:15	3:15 AM	3119	2191	E Calle Pagayo	People at pool talking really loud, woke up caller	POLICE	3:56	All clear	NO	
4/22/2017	7:25	7:25 AM	3120	2233	E Smokewood	12 cars	CODE	see below	see below	N/A	
4/22/2017	7:45	7:45 AM	3121	2233	E Smokewood	18 cars	CODE	9:45	Numerous cars; made contact with guest who was unclear on car limits; contacted agent, agent had guests comply with the parking limitation with 5 vehicles	NO	
4/22/2017	8:02	8:02 AM	3122	753	E Alexander Way	7 cars	CODE	10:20	Made contact with guest; 4 cars there on arrival	NO	
4/22/2017	8:27	8:27 AM	3123	2730	E San Angelo	Over occupied, 6 cars	CODE	10:35	Made contact with guest; 5 cars there on arrival	NO	
4/22/2017	9:34	9:34 AM	3124	N/A	N/A	Call to Hotline was not regarding a VR disturbance complaint	N/A	N/A	N/A	N/A	
4/22/2017	11:45	11:45 AM	3125	1003	E Twin Palms	A lot of screaming, sounds like they are drunk	VRCD	12:14	Barely heard noise, spoke to guests	NO	
4/22/2017	13:51	1:51 PM	3126	1951	S Araby	Loud Outdoor music	POLICE	14:53	On suspension; owner occupied; pre-citation courtesy notice issued to owner	YES	Owner issued Pre-Citation - noise, music
4/22/2017	14:55	2:55 PM	3127	770	Plaza Amigo	Noise, screaming kids in front yard	CODE	15:50	No noise or music on arrival; made contact with guests	NO	
4/22/2017	16:14	4:14 PM	3128	240	W El Camino	Loud outdoor music	CODE	16:55	Owner occupied	YES	
4/22/2017	16:28	4:28 PM	3129	811	E Chia	Very loud outdoor music	CODE	16:35	Property manager on scene at arrival and asked to keep it down; no noise or music on arrival	NO	
4/22/2017	17:35	5:35 PM	3130	2233	E Smokewood	12 cars	USS	18:52	5 vehicles in front of house on arrival	NO	
4/22/2017	18:08	6:08 PM	3131	811	E Chia	Amplified music	POLICE	18:45	Upon arrival no music or loud noises. Call cleared	NO	
4/22/2017	18:21	6:21 PM	3132	240	W El Camino	Loud outdoor music	USS	19:01	Upon arrival no music found	NO	
4/22/2017	18:44	6:44 PM	3133	1980	Jacques	Loud music	USS	19:52	Responsible party not on premises; issued citation to guest for RP for music	NO	Citation Issued to Guest - amplified music
4/22/2017	19:23	7:23 PM	3134	2360	Acacia	Loud amplified music	USS	20:06	No music on arrival; some talking and they quieted down	NO	
4/22/2017	21:25	9:25 PM	3135	2233	Smokewood	About 18 cars and party going on	USS	22:04	5 cars on arrival	NO	
4/22/2017	22:24	10:24 PM	3136	240	W El Camino	Loud amplified music	Caller stated owner occupied and is calling PSPD	N/A	N/A	YES	
4/22/2017	23:02	11:02 PM	3137	1540	Mel	Yelling and shouting	USS	0:13	No music or noise heard from back on arrival; DCB 41	NO	
4/22/2017	23:05	11:05 PM	3138	2160	Palo Fierro	4 cars in drive, 4 out front	USS	23:41	No answer at door; could not make contact with guests; several cars	NO	
4/23/2017	2:08	2:08 AM	3139	1260	San Jacinto	Loud partying	USS	2:35	DCB at 39.6; everything in order on arrival	NO	
4/23/2017	3:28	3:28 AM	3140	694	W Stevens	About 25 people outside blasting music and yelling for 2 hours	POLICE	see below	see below	NO	
4/23/2017	4:27	4:27 AM	3141	694	W Stevens	Loud partying	POLICE	5:16	No loud music, people talking, going inside	NO	

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4/23/2017	8:56	8:56 AM	3142	2160	Palo Fierro	10 cars and some on the grass	USS	9:54	Confirmed cars on arrival; made contact with guest and advised; leaving shortly	NO	
4/23/2017	10:21	10:21 AM	3143	1932	Navajo	Outdoor music	USS	10:46	Little music and some talking, DCB at 30	NO	
4/23/2017	12:20	12:20 PM	3144	1955	E Nicola	Outdoor music	USS	12:41	Talking loud but no music, asked to keep it down	NO	
4/23/2017	13:29	1:29 PM	3145	892	N Fair	Loud party with amplified music	USS	13:57	No noise heard, guests packing and leaving	NO	
4/23/2017	13:45	1:45 PM	3146	299	E Morongo	Outside music	USS	14:36	Very loud music on arrival; issued citation to guest	NO	Citation Issued to Guest - amplified music
4/23/2017	14:26	2:26 PM	3147	1525	E Maricopa	18 people and cars all over the place	USS	14:57	Caller wants owner cited; 8 cars overnight, 4 cars in the driveway	NO	
4/23/2017	15:32	3:32 PM	3148	2190	W Roberto	Loud music	USS	N/A	Communication error; VRCD correcting	N/A	
4/23/2017	15:46	3:46 PM	3149	1350	Fuego	Blasting music and having a party	USS	16:33	No noise or music on arrival; people in process of leaving	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