



# City of Palm Springs

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Department of Vacation Rental Compliance

## VACATION RENTAL/HOMESHARE HOTLINE CALL LOG DATA ANALYSIS

FROM APRIL 1, 2018 TO JUNE 30, 2018 (Q2 2018)

### SUMMARY PAGE

<b>1.</b>	<b>Vacation Rental Hotline Calls – Total of 464 Calls Received</b>		
<b>a.</b>	<b>Of the 464 calls received, total # of calls requiring Code Officer response to Registered Vacation Rentals/Homeshares (Qualified Calls)</b>	<b>347</b>	<b>Calls</b>
<b>b.</b>	# of calls where VR/HS is managed by Owner	167	Calls
<b>c.</b>	# of calls where Vacation Rental is managed by Agency	180	Calls
<b>d.</b>	# of calls VRCD to Investigate*	29	Calls
<b>e.</b>	<b>Of the 347 calls received, total # of VR/HS receiving 1 or more calls</b>	<b>238</b>	<b>Properties</b>
	See Appendix A for more detail, not part of the above 347 calls total*		
<b>2.</b>	<b>Citations Information</b>		
<b>a.</b>	<b>Total # of citations issued by the City responding to 347 Hotline calls (28%)</b>	<b>97</b>	<b>Citations</b>
<b>b.</b>	Citations for Music	65	Citations
<b>c.</b>	Citations for Parking	22	Citations
<b>d.</b>	Citations for Trash	9	Citations
<b>e.</b>	Excessive Noise	1	Citations
<b>e.</b>	<b>Of the 97 citations issued, the Vacation Rental was managed by Owner</b>	<b>43</b>	<b>Citations</b>
<b>f.</b>	<b>Of the 97 citations issued, the Vacation Rental was managed by Agency</b>	<b>54</b>	<b>Citations</b>
<b>3.</b>	<b>Registered Vacation Rental/Homeshare Properties as of June 30, 2018 - Total of 1787 (100%)</b>		
<b>a.</b>	Of the 1787, total # of Vacation Rentals with 1 citation issued	329 (18.4%)	Properties
<b>b.</b>	Of the 1787, total # of Vacation Rentals with 2 citations issued	83 (4.9%)	Properties
<b>c.</b>	# of Registered Vacation Rentals Suspended (2 years)	13 (0.7%)	Properties
<b>d.</b>	<b>Of the 1787, total # of Vacation Rental/Homeshare with no citations or suspensions issued</b>	<b>1362 (76%)</b>	<b>Properties</b>
<b>4.</b>	<b>Unregistered Vacation Rental/Homeshare properties cited in this period (Q2-2018)</b>	<b>29</b>	<b>Citations</b>

# VACATION RENTAL HOTLINE CALL LOG DATA ANALYSIS

FROM APRIL 1, 2018 TO JUNE 30, 2018

## I. BACKGROUND

This analysis is intended to focus on call log data from April 1, 2018 to June 30, 2018 under the new **Ordinance No.1918** with the effective date on April 16, 2017.

From **April 1, 2018 to June 30, 2018**, a total of **464** calls were received by the Vacation Rental Hotline. Out of **464 calls received 347 were qualified calls, 117 were non-qualified calls, and 29 were VRCD to Investigate calls (see Appendix A, page 4)**. During the same time period last year **April 1, 2017 to June 30, 2017**, a total of **441 qualified calls** were received by the Vacation Rental Hotline.

When comparing the same time periods **April to June 2017** and **April to June 2018 the number of qualified calls** for registered Vacation Rentals has decreased by **twenty-seven (27%) percent (94 calls)**.

It is important to note, a new Vacation Rental Hotline Call Center was put in place May 15, 2017 by the VRCD, and since then **every** call into the Hotline gets reported. This is important for quality assurance. Prior to the date of the new Call Center, the previous Call Center only reported **qualified calls**.

A **qualified call means** the caller is reporting a nuisance at the property that is occurring real time, and the call requires a response from the VRCD to respond at the registered property to investigate. If multiple calls come in on the same property, at or around the same time for the same nuisance, each is considered a separate qualified call.

**Non-qualified calls** consist of general inquiries by the public, on-call responder call in's, duplicate calls numbers, duplicate calls, hang ups, system calls and calls regarding unregistered properties.

## II. ADMINISTRATIVE CITATIONS

Out of the 464 qualified calls received between April 1, 2018 to June 30, 2018 that the VRCD responded to and investigated at the property, a **total of 97 (28%) Administrative Citations** were issued based on violations found. (This does not include unregistered VR/HS citations).

Not all calls to the Vacation Rental Hotline result in a citation. If a violation is witnessed by the VRCD responder, an Administrative Citation is issued.

### III. CALL CATEGORIES

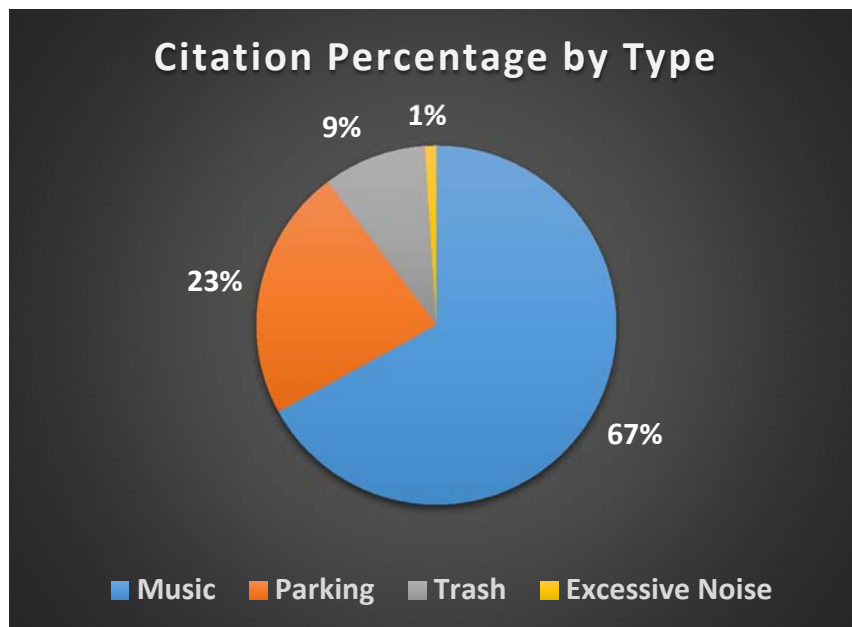
Below is a snapshot of activity related to Owner managed and Agency managed properties between April 1, 2018 to June 30, 2018.

MANAGEMENT OF THE VACATION RENTAL/HOMESHARE	Out of the 347 Qualified Calls		Out of 97 Citations Issued	% of Calls resulting in an Admin. Citation
Agency	180	52%	54	56%
Owner	167	48%	43	44%



### IV. ADMINISTRATIVE CITATION TYPES

Below is a snapshot of types of citations issued April 1, 2018 to June 30, 2018 for all 97 citations issued.



## APPENDIX A

### “VRCD TO INVESTIGATE” – SUPPLEMENTAL REPORT

Of the 464 **total calls** received into the Vacation Rental Hotline from April 1, 2018 to June 30, 2018, **29** of those calls were identified at the time of the response as “**VRCD to Investigate**” **calls**. Such calls may relate to possible unregistered Vacation Rentals or Homeshare, be primary residences, etc. The results of those calls are below.

Investigative Results	# of calls	%
Confirmed not VR/HS Closed	4	14%
Cited for Operating without Registration	10	34%
VRCD still investigating	15	52%
<b>TOTAL</b>	<b>29</b>	<b>100%</b>

Notes: Ten (10) Operating w/o Registration Certificate citations were issued as a results of the calls. In some cases multiple calls were made on the same property, and multiple citations were issued to the same property.

