



# City of Palm Springs

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Department of Vacation Rental Compliance

## VACATION RENTAL/HOMESHARE HOTLINE CALL LOG DATA ANALYSIS

FROM JULY 1, 2018 TO SEPTEMBER 30, 2018 (Q3 2018)

### SUMMARY PAGE

<b>1.</b>	<b>Vacation Rental Hotline Calls – Total of 306 Calls Received</b>		
<b>a.</b>	<b>Of the 306 calls received, total # of calls requiring Code Officer response to Registered Vacation Rentals/Homeshares (Qualified Calls)</b>	<b>145</b>	<b>Calls</b>
<b>b.</b>	# of calls where VR/HS is managed by Owner	64	Calls
<b>c.</b>	# of calls where Vacation Rental is managed by Agency	81	Calls
<b>d.</b>	# of calls VRCD to Investigate*	22	Calls
<b>e.</b>	<b>Of the 145 calls received, total # of VR/HS receiving 1 or more calls</b>	<b>109</b>	<b>Properties</b>
	See Appendix A for more detail, not part of the above 306 calls total*		
<b>2.</b>	<b>Citations Information</b>		
<b>a.</b>	<b>Total # of citations issued by the City responding to 145 Hotline calls (33%)</b>	<b>48</b>	<b>Citations</b>
<b>b.</b>	Citations for Music	31	Citations
<b>c.</b>	Citations for Parking	14	Citations
<b>d.</b>	Citations for Trash	3	Citations
<b>e.</b>	<b>Of the 48 citations issued, the Vacation Rental was managed by Owner</b>	<b>19</b>	<b>Citations</b>
<b>f.</b>	<b>Of the 48 citations issued, the Vacation Rental was managed by Agency</b>	<b>29</b>	<b>Citations</b>
<b>3.</b>	<b>Registered Vacation Rental/Homeshare Properties as of September 30, 2018 - Total of 1760 (100%)</b>		
<b>a.</b>	Of the 1760, total # of Vacation Rentals with 1 citation issued	90 (5.1%)	Properties
<b>b.</b>	Of the 1760, total # of Vacation Rentals with 2 citations issued	11 (0.6%)	Properties
<b>c.</b>	# of Registered Vacation Rentals Suspended (2 years)	17 (1%)	Properties
<b>d.</b>	<b>Of the 1760, total # of Vacation Rental/Homeshare with no citations or suspensions issued</b>	<b>1642 (93%)</b>	<b>Properties</b>
<b>4.</b>	<b>Unregistered Vacation Rental/Homeshare properties cited in this period (Q3-2018)</b>		<b>33 Citations</b>

# VACATION RENTAL HOTLINE CALL LOG DATA ANALYSIS

JULY 1, 2018 TO SEPTEMBER 30, 2018 (Q3 2018)

## I. BACKGROUND

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

From **July 1, 2018 to September 30, 2018**, a total of **306** calls were received by the Vacation Rental Hotline. Out of **306 calls received 145 were qualified calls, 139 were non-qualified calls, and 22 were VRCD to Investigate calls (see Appendix A, page 4)**. During the same time period last year **July 1, 2017 to September 30, 2017**, a total of **338 qualified calls** were received by the Vacation Rental Hotline.

When comparing the same time periods of **July 1, 2017 to September 30, 2017** and **July to September 2018 the number of qualified calls** for registered Vacation Rentals has decreased by **fifty-seven (57%) percent (194 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

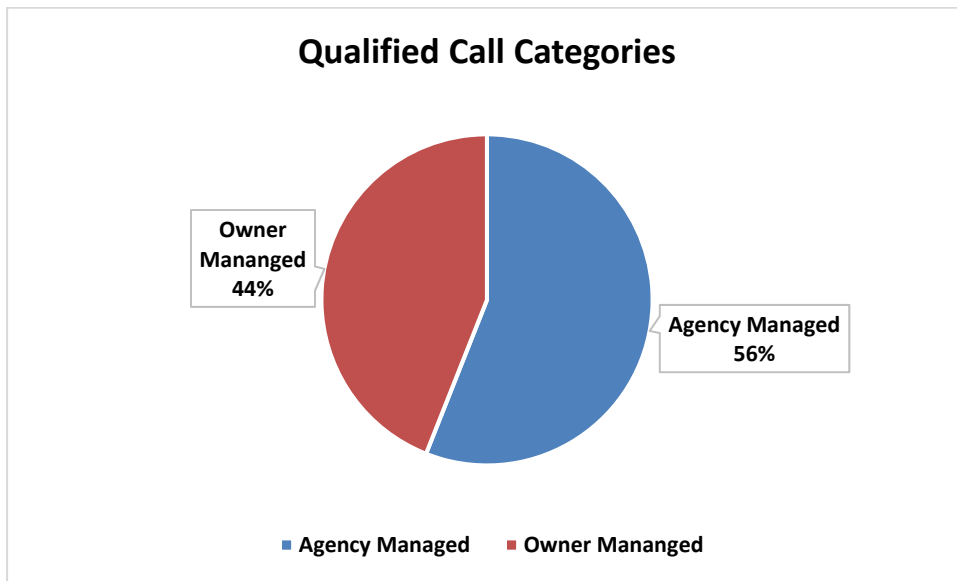
Out of the 145 qualified calls received between April 1, 2018 to June 30, 2018 that the VRCD responded to and investigated at the property, a **total of 48 (33%) Administrative Citations** were issued based on violations found. (This does not include unregistered VR/HS citations).

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

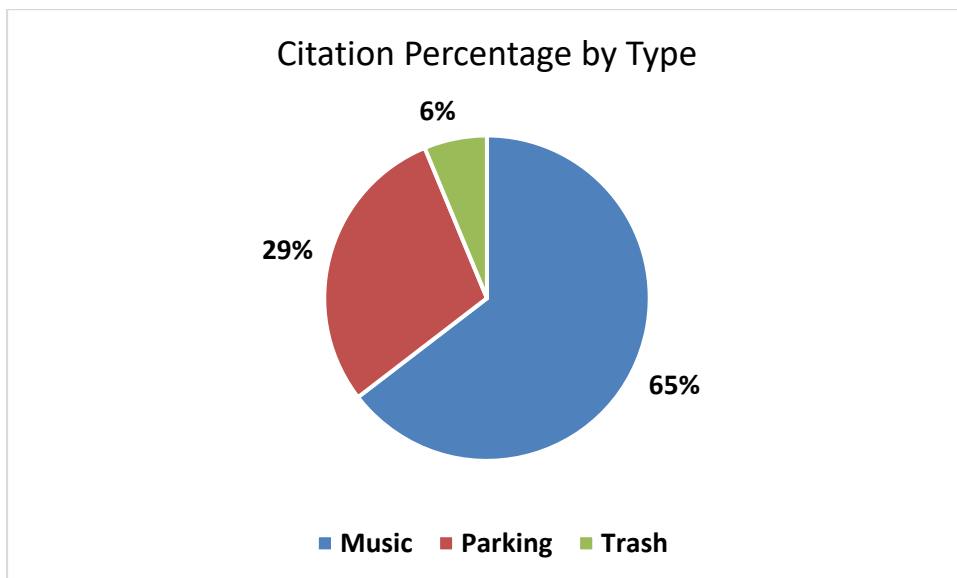
Below is a snapshot of activity related to Owner managed and Agency managed properties between July 1, 2018 to September 30, 2018.

MANAGEMENT OF THE VACATION RENTAL/HOMESHARE	Out of the 145 Qualified Calls		Out of 48 Citations Issued	% of Calls resulting in an Admin. Citation
Agency	81	56%	29	36%
Owner	64	44%	18	28%



### IV. ADMINISTRATIVE CITATION TYPES

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



## APPENDIX A

### “VRCD TO INVESTIGATE” – SUPPLEMENTAL REPORT

Of the 306 **total calls** received into the Vacation Rental Hotline from July 1, 2018 to September 30, 2018, **22** 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	9	41%
Cited for Operating without Registration	11	50%
VRCD still investigating	2	9%
<b>TOTAL</b>	<b>22</b>	<b>100%</b>

Notes: Eleven (11) 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.

