



City of Palm Springs

425 N Civic Dr • Palm Springs, California 92262

Phone: 760-322- 8382 web: www.palmspringsca.gov

Department of Vacation Rental Compliance

VACATION RENTAL/HOMESHARE HOTLINE CALL LOG DATA ANALYSIS

FROM OCTOBER 1, 2018 TO DECEMBER 31, 2018 (Q4 2018)

SUMMARY PAGE

1.	Vacation Rental Hotline Calls – Total of 172 Calls Received		
a.	Of the 172 calls received, total # of calls requiring Code Officer response to Registered Vacation Rentals/Homeshares (Qualified Calls)	112	Calls
b.	# of calls where VR/HS is managed by Owner	54	Calls
c.	# of calls where Vacation Rental is managed by Agency	58	Calls
d.	# of calls VRCD to Investigate*	3	Calls
e.	Of the 112 calls received, total # of VR/HS receiving 1 or more calls	79	Properties
	See Appendix A for more detail, not part of the above 112 calls total*		
2.	Citations Information		
a.	Total # of citations issued by the City responding to 112 Hotline calls (14%)	16	Citations
b.	Citations for Music	12	Citations
c.	Citations for Parking	3	Citations
d.	Excessive Noise	1	Citations
e.	Of the 16 citations issued, the Vacation Rental was managed by Owner	11	Citations
f.	Of the 16 citations issued, the Vacation Rental was managed by Agency	5	Citations
3.	Registered Vacation Rental/Homeshare Properties as of December 31, 2018 - Total of 1825 (100%)		
a.	Of the 1825, total # of Vacation Rentals with 1 citation issued	226 (12%)	Properties
b.	Of the 1825, total # of Vacation Rentals with 2 citations issued	39 (2%)	Properties
c.	# of Registered Vacation Rentals Suspended (2 years)	18 (1%)	Properties
d.	Of the 1825, total # of Vacation Rental/Homeshare with no citations or suspensions issued	1542 (85%)	Properties
4.	Unregistered Vacation Rental/Homeshare properties cited in this period (Q4-2018)	16	Citations

VACATION RENTAL HOTLINE CALL LOG DATA ANALYSIS

FROM OCTOBER 1, 2018 TO DECEMBER 31, 2018

I. BACKGROUND

This analysis is intended to focus on call log data from October 1, 2018 to December 31, 2018 under the Ordinance **No.1918** with the effective date of April 16, 2017.

From **October 1, 2018 to December 31, 2018**, a total of **172** calls were received by the Vacation Rental Hotline. Out of **172 calls received 112 were qualified calls, 60 were non-qualified calls, and 3 were VRCD to Investigate calls (see Appendix A, page 4)**. During the same time period last year **October 1, 2017 to December 31, 2017**, a total of **202 qualified calls** were received by the Vacation Rental Hotline.

When comparing the same time periods **October to December 2017** and **October to December 2018 the number of qualified calls** for registered Vacation Rentals has decreased by **forty-five (45%) percent (90 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

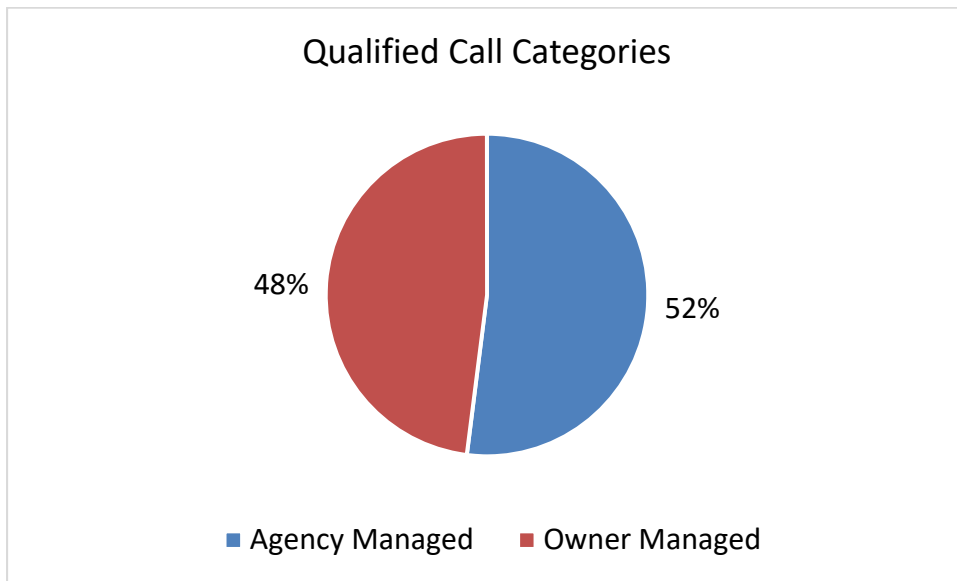
Out of the 112 qualified calls received between **October 1, 2018 to December 31, 2018** that the VRCD responded to and investigated at the property, a **total of 16 (14%) Administrative Citations** were issued based on violations found. (This does not include unregistered VR/HS citations).

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

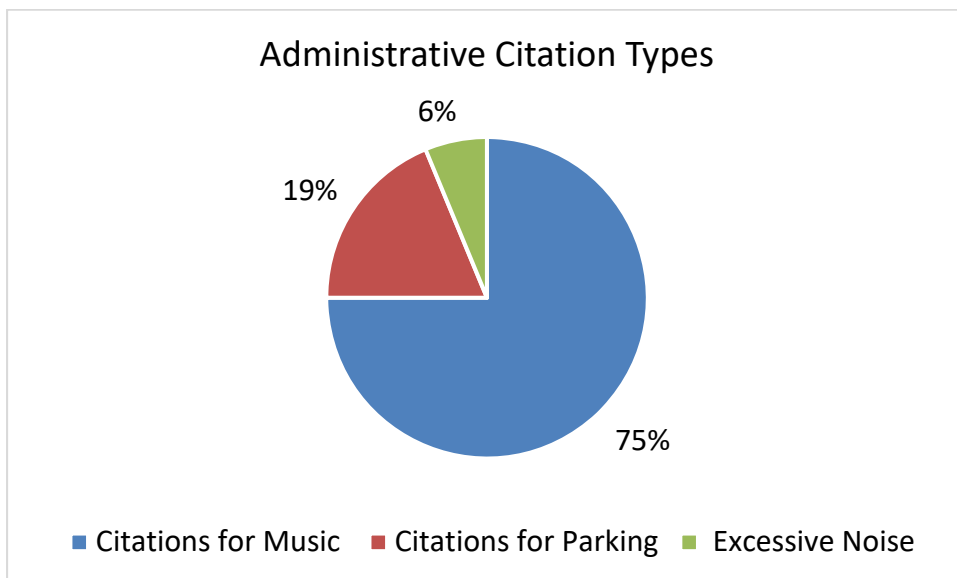
Below is a snapshot of activity related to Owner managed and Agency managed properties between October 1, 2018 to December 31, 2018.

MANAGEMENT OF THE VACATION RENTAL/HOMESHARE	Out of the 112 Qualified Calls		Out of 16 Citations Issued	% of Calls resulting in an Admin. Citation
Agency	58	52%	5	9%
Owner	54	48%	11	20%



IV. ADMINISTRATIVE CITATION TYPES

Below is a snapshot of types of citations issued from October 1, 2018 to December 31, 2018 for all 16 citations issued.



APPENDIX A

“VRCD TO INVESTIGATE” – SUPPLEMENTAL REPORT

Of the 172 **total calls** received into the Vacation Rental Hotline from October 1, 2018 to December 31, 2018, 4 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	0	0%
Cited for Operating without Registration	4	100%
VRCD still investigating	0	0%
TOTAL	4	100%

Notes: Four (4) Operating w/o Registration Certificate citations were issued as a results of the calls.