



# City of Palm Springs

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 Department of Special Programs

## VACATION RENTAL/HOMESHARE HOTLINE CALL LOG DATA ANALYSIS

FROM January 1, 2019 TO March 31, 2019 (Q1 2019)

### SUMMARY PAGE

<b>1.</b>	<b>Vacation Rental Hotline Calls – Total of 260 Calls Received</b>		
<b>a.</b>	<b>Of the 260 calls received, total # of calls requiring Code Officer response to Registered Vacation Rentals/Homeshares (Qualified Calls)</b>	<b>134</b>	<b>Calls</b>
<b>b.</b>	# of calls where VR/HS is managed by Owner	66	Calls
<b>c.</b>	# of calls where Vacation Rental is managed by Agency	68	Calls
<b>d.</b>	# of calls VRCD to Investigate*	4	Calls
<b>e.</b>	<b>Of the 134 calls received, total # of VR/HS receiving 2 or more calls</b>	<b>15</b>	<b>Properties</b>
	See Appendix A for more detail, not part of the above 134 calls total*		
<b>2.</b>	<b>Citations Information</b>		
<b>a.</b>	<b>Total # of citations issued by the City responding to 134 Hotline calls (5.2%)</b>	<b>7</b>	<b>Citations</b>
<b>b.</b>	Citations for Music	5	Citations
<b>c.</b>	Citations for Parking	1	Citations
<b>d.</b>	Excessive Noise	1	Citations
<b>e.</b>	<b>Of the 7 citations issued, the Vacation Rental was managed by Owner</b>	<b>5</b>	<b>Citations</b>
<b>f.</b>	<b>Of the 7 citations issued, the Vacation Rental was managed by Agency</b>	<b>2</b>	<b>Citations</b>
<b>3.</b>	<b>Registered Vacation Rental/Homeshare Properties as of March 31, 2019 - Total of 1884 (100%)</b>		
<b>a.</b>	Of the 1884, total # of Vacation Rentals with 1 citation issued	177 (9.3%)	Properties
<b>b.</b>	Of the 1884, total # of Vacation Rentals with 2 citations issued	27 (1.4%)	Properties
<b>c.</b>	# of Registered Vacation Rentals Suspended (2 years)	19 (1%)	Properties
<b>d.</b>	<b>Of the 1884, total # of Vacation Rental/Homeshare with no citations or suspensions issued</b>	<b>1661 (88.1%)</b>	<b>Properties</b>
<b>4.</b>	<b>Unregistered Vacation Rental/Homeshare properties cited in this period (Q1-2019)</b>		<b>7 Citations</b>

# 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 January 1, 2019 to March 31, 2019 under the Ordinance **No.1918** with the effective date of April 16, 2017.

From **January 1, 2019 to March 31, 2019**, a total of **260** calls were received by the Vacation Rental Hotline. Out of **260 calls received 134 were qualified calls, 126 were non-qualified calls, and 4 were VRCD to Investigate calls (see Appendix A, page 4)**. During the same time period last year **January 1, 2018 to March 31, 2018**, a total of **139 qualified calls** were received by the Vacation Rental Hotline.

When comparing the same time periods **January to March 2018** and **January to March 2019, the number of qualified calls** for registered Vacation Rentals has decreased by **three (3%) percent (5 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

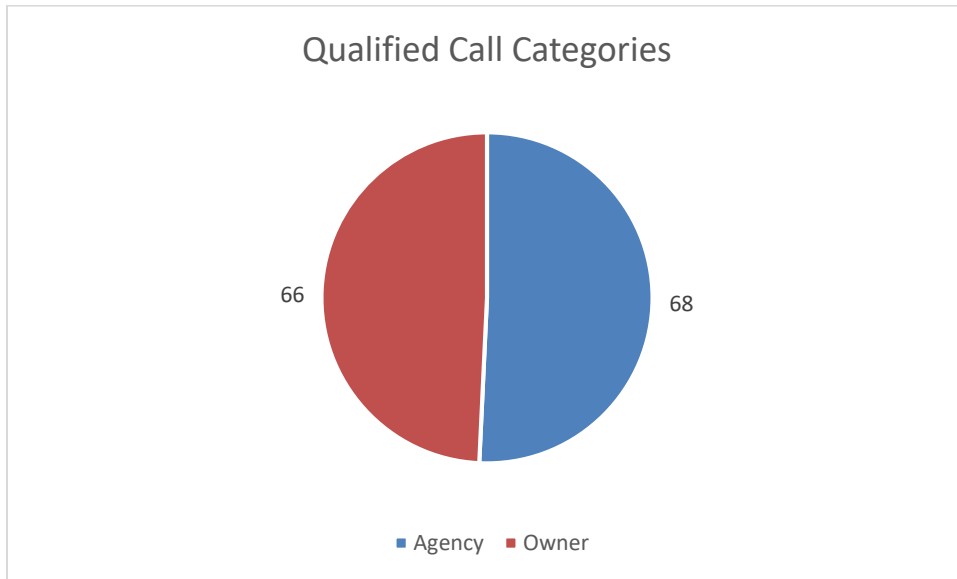
Out of the 134 qualified calls received between **January 1, 2019 to March 31, 2019** that the VRCD responded to and investigated at the property, a **total of 7 (5.2%) Administrative Citations** were issued based on violations found. (This does not include unregistered VR/HS citations).

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

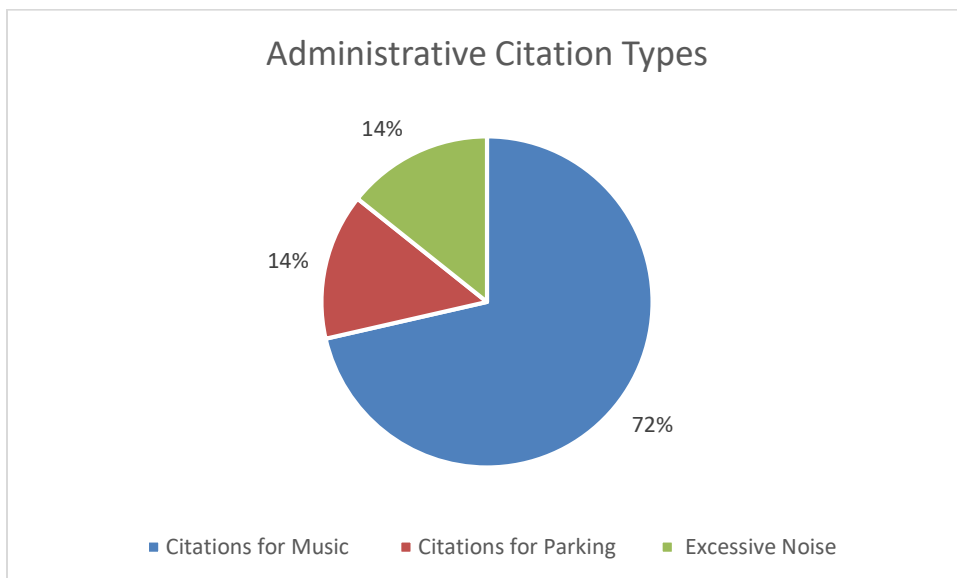
Below is a snapshot of activity related to Owner managed and Agency managed properties between January 1, 2019 to March 31, 2019.

MANAGEMENT OF THE VACATION RENTAL/HOMESHARE	Out of the 134 Qualified Calls		Out of 7 Citations Issued	% of Calls resulting in an Admin. Citation
Agency	68	50.7%	2	2.9%
Owner	66	49.3%	5	7.5%



### IV. ADMINISTRATIVE CITATION TYPES

Below is a snapshot of types of citations issued from January 1, 2019 to March 31, 2019 for all 7 citations issued.



## APPENDIX A

### **“VRCD TO INVESTIGATE” – SUPPLEMENTAL REPORT**

Of the 260 **total calls** received into the Vacation Rental Hotline from January 1, 2019 to March 31, 2019, 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.

<b>Investigative Results</b>	<b># of calls</b>	<b>%</b>
Confirmed not VR/HS Closed	0	0%
Cited for Operating without Registration	2	50%
VRCD still investigating	2	50%
<b>TOTAL</b>	<b>4</b>	<b>100%</b>

**Notes: Two (2) Operating w/o Registration Certificate citations were issued as a results of the calls.**