



City of Palm Springs

425 N Civic Dr • Palm Springs, California 92262
 Phone: 760-322- 8382 web: www.palmspringsca.gov
 Department of Special Programs

VACATION RENTAL/HOMESHARE HOTLINE CALL LOG DATA ANALYSIS

FROM April 1, 2019 TO June 30, 2019 (Q2 2019)

SUMMARY PAGE

1.	Vacation Rental Hotline Calls – Total of 635 Calls Received		
a.	Of the 635 calls received, total # of calls requiring Code Officer response to Registered Vacation Rentals/Homeshares (Qualified Calls)	316	Calls
b.	# of calls where VR/HS is managed by Owner	127	Calls
c.	# of calls where Vacation Rental is managed by Agency	189	Calls
d.	# of calls VRCD to Investigate*	2	Calls
e.	Of the 316 calls received, total # of VR/HS receiving 2 or more calls	63	Properties
	See Appendix A for more detail, not part of the above 134 calls total*		
2.	Citations Information		
a.	Total # of citations issued by the City responding to 316 Hotline calls (12.3%)	39	Citations
b.	Citations for Music	38	Citations
c.	Citations for Parking	1	Citations
d.	Citations for Excessive Noise	0	Citations
e.	Of the 39 citations issued, the Vacation Rental was managed by Owner	18	Citations
f.	Of the 39 citations issued, the Vacation Rental was managed by Agency	21	Citations
3.	Registered Vacation Rental/Homeshare Properties as of June 30, 2019 - Total of 1936 (100%)		
a.	Of the 1936, total # of Vacation Rentals with 1 citation issued	106 (5.5%)	Properties
b.	Of the 1936, total # of Vacation Rentals with 2 citations issued	20 (1.04%)	Properties
c.	# of Registered Vacation Rentals Suspended (2 years)	16 (1%)	Properties
d.	Of the 1936, total # of Vacation Rental/Homeshare with no citations or suspensions issued	1810 (93.5%)	Properties
4.	Unregistered Vacation Rental/Homeshare properties cited in this period (Q1-2019)		9 Citations

VACATION RENTAL HOTLINE CALL LOG DATA ANALYSIS

FROM APRIL 1, 2019 TO JUNE 30, 2019

I. BACKGROUND

This analysis is intended to focus on call log data from April 1, 2019 to June 30, 2019 under the Ordinance **No.1918** with the effective date of April 16, 2017.

From **April 1, 2019 to June 30, 2019**, a total of **635** calls were received by the Vacation Rental Hotline. Out of **635 calls received 316 were qualified calls, 319 were non-qualified calls, and 2 were VRCD to Investigate calls (see Appendix A, page 4)**. During the same time period last year **April 1, 2018 to June 30, 2018**, a total of **347 qualified calls** were received by the Vacation Rental Hotline.

When comparing the same time periods **April to June 2018** and **April to June 2019, the number of qualified calls** for registered Vacation Rentals has decreased by **three (8.9%) percent (30 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

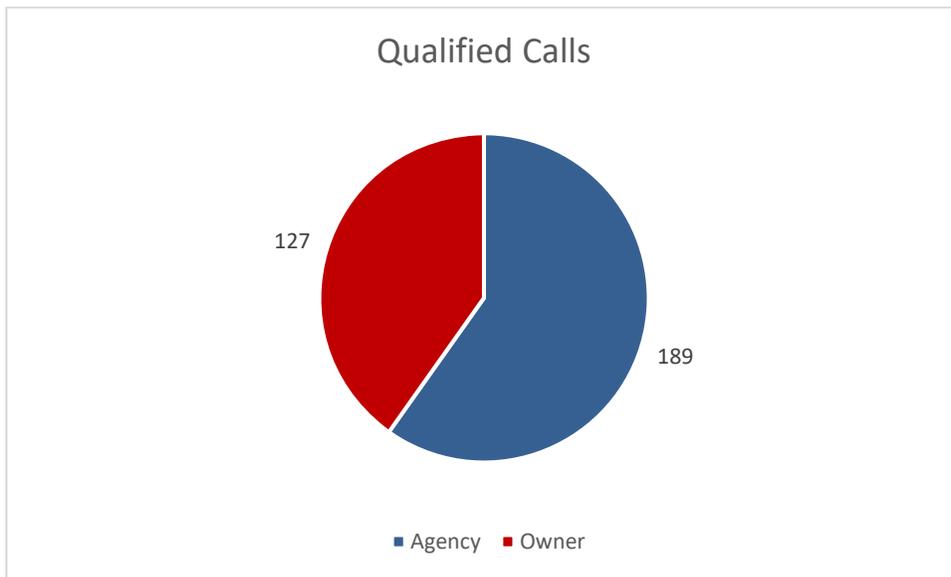
Out of the 316 qualified calls received between **April 1, 2019 to June 30, 2019** that the VRCD responded to and investigated at the property, a **total of 39 (12.3%) Administrative Citations** were issued based on violations found. (This does not include unregistered VR/HS citations).

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

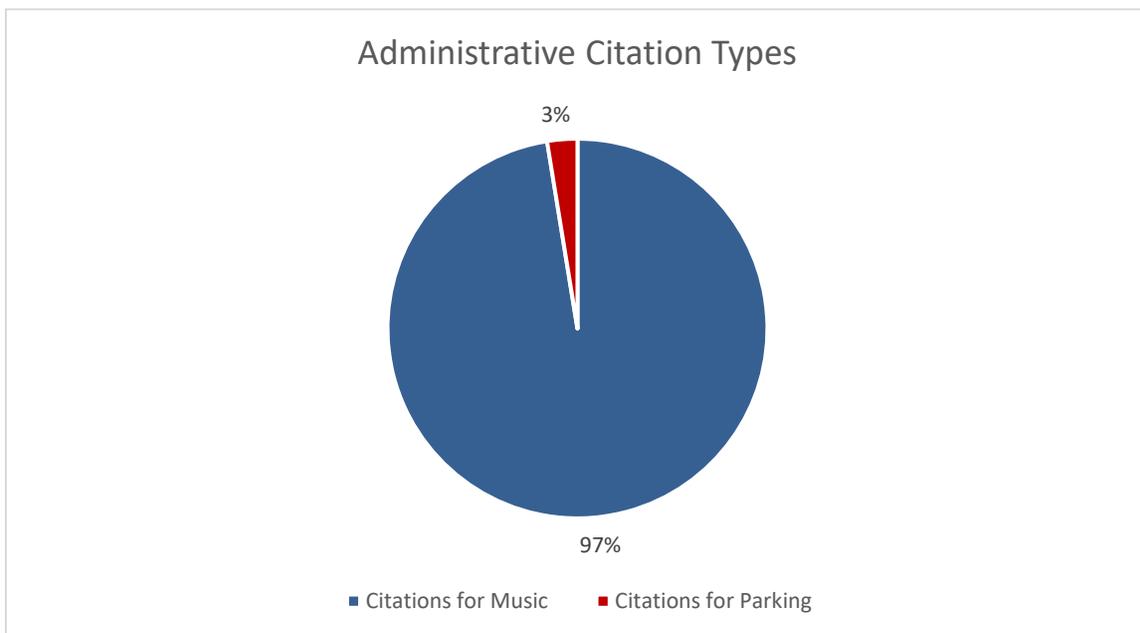
Below is a snapshot of activity related to Owner managed and Agency managed properties between April 1, 2019 to June, 2019.

MANAGEMENT OF THE VACATION RENTAL/HOMESHARE	Out of the 316 Qualified Calls		Out of 39 Citations Issued	% of Calls resulting in an Admin. Citation
	Count	Percentage		
Agency	189	59.8%	21	6.6%
Owner	127	40.2%	18	5.7%



IV. ADMINISTRATIVE CITATION TYPES

Below is a snapshot of types of citations issued from April 1, 2019 to June 30, 2019 for all 39 citations issued.



APPENDIX A

“VRCD TO INVESTIGATE” – SUPPLEMENTAL REPORT

Of the 635 **total calls** received into the Vacation Rental Hotline from April 1, 2019 to June 30, 2019, 2 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	1	50%
Cited for Operating without Registration	1	50%
VRCD still investigating	0	0%
TOTAL	2	100%

Notes: Two (1) Operating w/o Registration Certificate citations were issued as a results of the calls.