



# City of Palm Springs

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 Department of Special Program Compliance

## VACATION RENTAL/HOMESHARE HOTLINE CALL LOG DATA ANALYSIS FROM JULY 1, 2023, TO SEPTEMBER 30, 2023 (Q3 2023)

### SUMMARY PAGE

<b>1.</b>	<b>Vacation Rental Hotline Calls – Total of 112 Calls Received</b>		
<b>a.</b>	<b>Of the 112 calls received, total # of calls requiring Code Officer response to Registered Vacation Rentals/Homeshares (Qualified Calls)</b>	<b>92</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	26	Calls
<b>d.</b>	# of calls CODE to Investigate*	3	Calls
<b>e.</b>	<b>Of the 92 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 92 calls total*		
<b>2.</b>	<b>Citations Information</b>		
<b>a.</b>	<b>Total # of citations issued by the City responding to 92 Hotline calls (28.26%)</b>	<b>26</b>	<b>Citations</b>
<b>b.</b>	Citations for Music	20	Citations
<b>c.</b>	Citations for Vehicles Exceeding Permitted Limit	4	Citations
<b>d.</b>	Citations for Multiple Violations	2	Citations
<b>e.</b>	<b>Of the 26 citations issued, the Vacation Rental was managed by Owner</b>	<b>22</b>	<b>Citations</b>
<b>f.</b>	<b>Of the 26 citations issued, the Vacation Rental was managed by Agency</b>	<b>4</b>	<b>Citations</b>
<b>3.</b>	<b>Registered Vacation Rental/Homeshare Properties as of September 30, 2023 - Total of 2893 (100%)</b>		
<b>a.</b>	Of the 2893, total # of Vacation Rentals with 1 citation issued	279 (9.64%)	Properties
<b>b.</b>	Of the 2893, total # of Vacation Rentals with 2 citations issued	42 (1.45%)	Properties
<b>c.</b>	# of Registered Vacation Rentals Suspended (6 months or 2 years)	16 (.55%)	Properties
<b>d.</b>	<b>Of the 2893, total # of Vacation Rental/Homeshare with no citations</b>	<b>2556 (88.35%)</b>	<b>Properties</b>
<b>4.</b>	<b>Unregistered Vacation Rental/Homeshare properties cited in this period (Q3-2023)</b>		<b>40 Citations</b>

# VACATION RENTAL HOTLINE CALL LOG DATA ANALYSIS

FROM JULY 1, 2023, TO SEPTEMBER 30, 2023

## I. BACKGROUND

This analysis is intended to focus on call log data from **JULY 1, 2023, TO SEPTEMBER 30, 2023**, under the Ordinance No.2075.

From **JULY 1, 2023, TO SEPTEMBER 30, 2023**, a total of **112** calls were received by the Vacation Rental Hotline. Out of **112 calls received, 92 were qualified calls, 17 were non-qualified calls, and 3 were CODE to Investigate calls (see Appendix A, page 4)**. During the same period last year **JULY 1, 2022, TO SEPTEMBER 30, 2022**, a total of **82 qualified calls** were received by the Vacation Rental Hotline.

When comparing the same time periods **JULY 1, 2022, TO SEPTEMBER 30, 2022**, and **JULY 1, 2023, TO SEPTEMBER 30, 2023**, the number of qualified calls for registered Vacation Rentals has increased by **12.19 percent (10 calls)**.

It is important to note, a new Vacation Rental Hotline Call Center was put in place May 15, 2017, 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 Code Compliance 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 92 qualified calls received between **JULY 1, 2023, TO SEPTEMBER 30, 2023**, that Code Compliance responded to and investigated at the property, a **total of 26 (28.26%) Administrative Citations** were issued based on violations found. (This does not include unregistered VR/HS citations).

When comparing the same time periods **JULY 1, 2022, TO SEPTEMBER 30, 2022**, and **JULY 1, 2023, TO SEPTEMBER 30, 2023**, the number of citations issued from investigating **qualified calls** for registered Vacation Rentals has increased by **30% percent (6 citations)**.

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

### III. CALL CATEGORIES

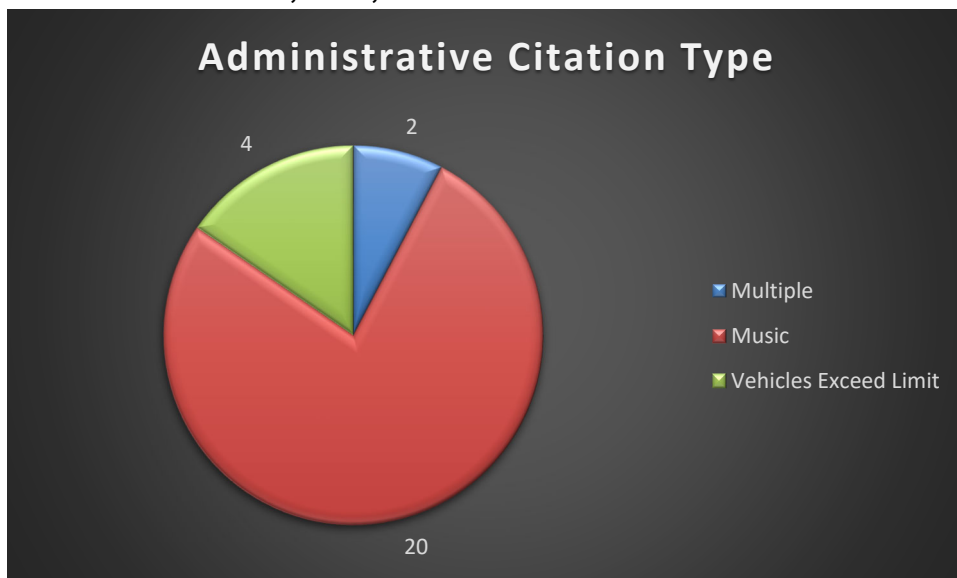
Below is a snapshot of activity related to Owner managed and Agency managed properties between **JULY 1, 2023, TO SEPTEMBER 30, 2023**.

MANAGEMENT OF THE VACATION RENTAL/HOMESHARE	Out of the Qualified Calls		Out of 26 Citations Issued	% of Calls resulting in an Admin. Citation
Agency	26	28.26%	4	15.39%
Owner	66	71.74%	22	33.33%



### IV. ADMINISTRATIVE CITATION TYPES

Below is a snapshot of types of citations issued from **JULY 1, 2023, TO SEPTEMBER 30, 2023**, for all 20 citations issued.



## APPENDIX A

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

Of the 112 **total calls** received into the Vacation Rental Hotline from **JULY 1, 2023, TO SEPTEMBER 30, 2023**, 3 of those calls were identified at the time of the response as **“CODE 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	1	34
Cited for Operating without Registration	1	33
CODE still investigating	1	33
<b>TOTAL</b>		<b>100</b>