



City of Palm Springs

3200 E. Tahquitz Canyon Way • Palm Springs, California 92262

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Department of Vacation Rental Compliance

VACATION RENTAL HOTLINE CALL LOG DATA ANALYSIS

FROM APRIL 16, 2017 TO JULY 31, 2017

SUMMARY PAGE

1.	Vacation Rental Hotline Calls – Total of 779 Calls Received	
a.	Of the 779 calls received, total # of calls requiring Code Officer response at the Vacation Rental	450 Calls
b.	# of calls where Vacation Rental is managed by Owner	235 Calls
c.	# of calls where Vacation Rental is managed by Agency	215 Calls
d.	Of the 450 calls received, total # of Vacation Rental Properties receiving 1 or more calls	239 Properties
2.	Citations Information	
a.	Total # of citations issued by the City responding to 450 Hotline calls	79 Citations
b.	Citations for Music	59 Citations
c.	Citations for Excessive Noise	8 Citations
d.	Citations for Parking	10 Citations
e.	Citations for Trash	2 Citations
f.	Of the 79 citations issued, the Vacation Rental was managed by Owner	41 Citations
g.	Of the 79 citations issued, the Vacation Rental was managed Agency	36 Citations
	*2 citations issued to guests of unregistered vacation rentals	
3.	Registered Vacation Rental Properties as of July 31, 2017 - Total of 2078	
a.	Of the 2078, total # of Vacation Rentals with 1 citation issued	208 Properties
b.	Of the 2078, total # of Vacation Rentals with 2 citations issued	35 Properties
c.	Of the 2078, total # of Vacation Rentals with no citations issued	1835 Properties

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I. BACKGROUND

This analysis is intended to focus on the first three (3) months of call log data following the effective date of the new Ordinance No. 1918 on April 16, 2017.

From April 16, 2017 to July 31, 2017, a total of 779 calls were received by the Vacation Rental Hotline. During the same time period last year (April 16, 2016 to July 31, 2016), a total of 533 calls were received by the Vacation Rental Hotline.

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 that, 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 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.

Of the 779 total calls received from the Vacation Rental Hotline between April 16, 2017 and July 31, 2017, 450 of these calls were qualified calls. The remainder of the calls (a total of 329) are not considered qualified calls and consist of general inquiries by the public, on-call responder call in's, duplicate calls numbers and system test calls.

II. ADMINISTRATIVE CITATIONS

Out of the 450 qualified calls received between April 16, 2017 to July 31, 2017 that the VRCD responded to and investigated at the property, a total of 79 (17.5%) Administrative Citations were issued based on violations found.

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.

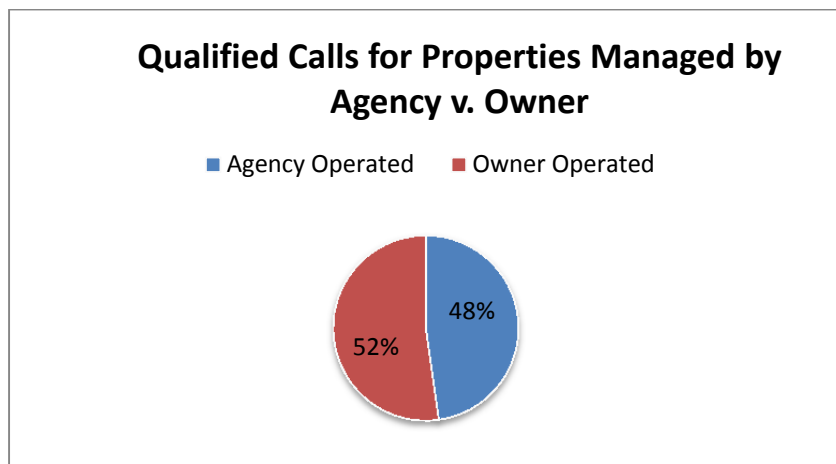
It is important to note that mid-June 2017 the VRCD began its hiring and training of three new Code Compliance Officers dedicated to this work which helps explain the increase in citations.

III. CALL CATEGORIES

Below is a snapshot of activity related to Owner managed and Agency managed properties between April 16, 2017 – July 31, 2017.

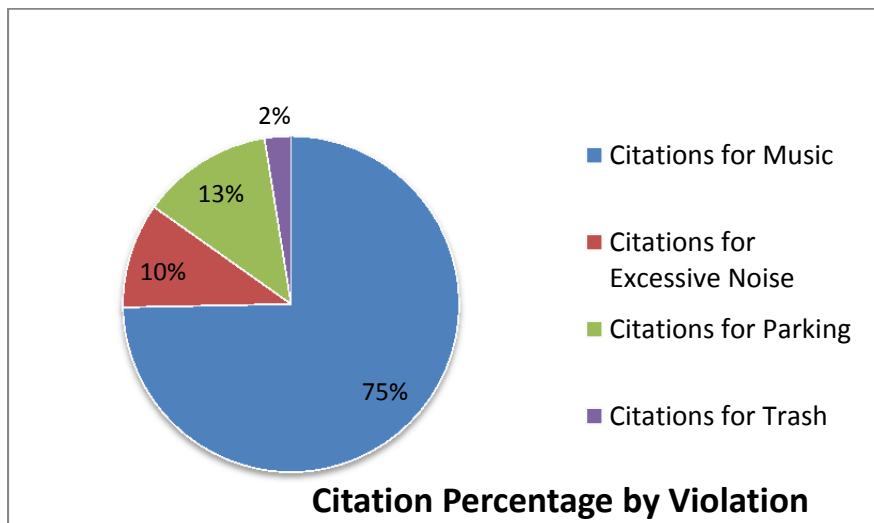
MANAGEMENT OF THE VACATION RENTAL	Out of the 450 Qualified Calls		Out of 79 Citations Issued*	% of Calls resulting in an Admin. Citation
Agency	215	47.7%	36	16.7%
Owner	235	52.2%	41	17.4%

*2 citations issued to guests of unregistered vacation rentals



IV. ADMINISTRATIVE CITATION TYPES

Below is a snapshot of types of citations issued between April 16, 2017 – July 31, 2017.



V. HISTORICAL VIEW: VOLUME OF CALLS TO THE HOTLINE

