



City of Palm Springs

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Department of Special Program Compliance

VACATION RENTAL/HOMESHARE HOTLINE CALL LOG DATA ANALYSIS

FROM October 1, 2019 TO December 31, 2019 (Q4 2019)

SUMMARY PAGE

1.	Vacation Rental Hotline Calls – Total of 208 Calls Received		
a.	Of the 208 calls received, total # of calls requiring Code Officer response to Registered Vacation Rentals/Homeshares (Qualified Calls)	97	Calls
b.	# of calls where VR/HS is managed by Owner	59	Calls
c.	# of calls where Vacation Rental is managed by Agency	38	Calls
d.	# of calls VRCD to Investigate*	3	Calls
e.	Of the 208 calls received, total # of VR/HS receiving 2 or more calls	20	Properties
	See Appendix A for more detail, not part of the above 202 calls total*		
2.	Citations Information		
a.	Total # of citations issued by the City responding to 208 Hotline calls (7.2%)	15	Citations
b.	Citations for Music	12	Citations
c.	Citations for Parking	1	Citations
d.	Citations for Other **trash, over occupancy	2	Citations
e.	Of the 15 citations issued, the Vacation Rental was managed by Owner	10	Citations
f.	Of the 15 citations issued, the Vacation Rental was managed by Agency	5	Citations
3.	Registered Vacation Rental/Homeshare Properties as of December 31, 2019 - Total of 1992 (100%)		
a.	Of the 1992, total # of Vacation Rentals with 1 citation issued	135 (6.7%)	Properties
b.	Of the 1934, total # of Vacation Rentals with 2 citations issued	21 (1.05%)	Properties
c.	# of Registered Vacation Rentals Suspended (2 years)	12 (.06%)	Properties
d.	Of the 1992, total # of Vacation Rental/Homeshare with no citations	1836 (92.1%)	Properties
4.	Unregistered Vacation Rental/Homeshare properties cited in this period (Q4-2019)		6 Citations

VACATION RENTAL HOTLINE CALL LOG DATA ANALYSIS

FROM JULY 1, 2019 TO SEPTEMBER 30, 2019

I. BACKGROUND

This analysis is intended to focus on call log data from October 1, 2019 to December 31, 2019 under the Ordinance **No.1918** with the effective date of April 16, 2017.

From **October 1, 2019 to December 31, 2019**, a total of **208** calls were received by the Vacation Rental Hotline. Out of **208** calls received **97** were **qualified calls**, **111** were **non-qualified calls**, and **3** were **CODE to Investigate calls** (see Appendix A, page 4). During the same time period last year **October 1, 2018 to December 31, 2018**, a total of **112** **qualified calls** were received by the Vacation Rental Hotline.

When comparing the same time periods **October to December 2018** and **October to December 2019**, the number of **qualified** calls for registered Vacation Rentals has decreased by **15.46 percent (15 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

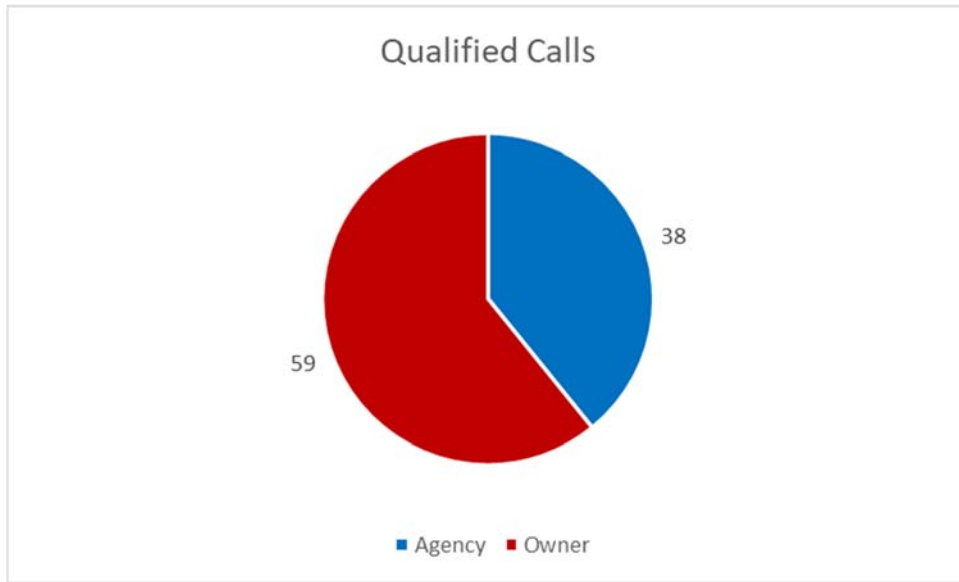
Out of the 97 qualified calls received between **October 1, 2019 to December 31, 2019** that the VRCD responded to and investigated at the property, a **total of 15 (7.2%) Administrative Citations** were issued based on violations found. (This does not include unregistered VR/HS citations).

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

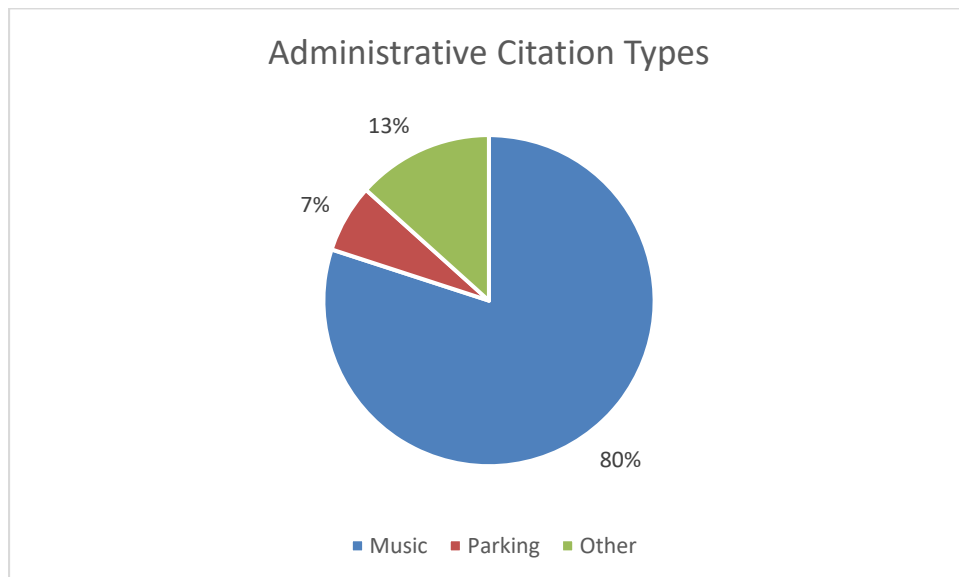
Below is a snapshot of activity related to Owner managed and Agency managed properties between July 1, 2019 to September, 2019.

MANAGEMENT OF THE VACATION RENTAL/HOMESHARE	Out of the 97 Qualified Calls		Out of 15 Citations Issued	% of Calls resulting in an Admin. Citation
	Count	Percentage		
Agency	38	39.18%	5	13.15%
Owner	59	60.82%	10	16.94%



IV. ADMINISTRATIVE CITATION TYPES

Below is a snapshot of types of citations issued from October 1, 2019 to December 31, 2019 for all 15 citations issued.



APPENDIX A

“CODE TO INVESTIGATE” – SUPPLEMENTAL REPORT

Of the 208 **total calls** received into the Vacation Rental Hotline from October 1, 2019 to December 31, 2019, 3 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	1	33%
VRCD still investigating	2	67%
TOTAL	3	100%

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