



City of Palm Springs

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Department of Special Program Compliance

VACATION RENTAL/HOMESHARE HOTLINE CALL LOG DATA ANALYSIS

FROM APRIL 1, 2020 TO JUNE 30, 2020 (Q2 2020)

SUMMARY PAGE

1.	Vacation Rental Hotline Calls – Total of 664 Calls Received		
a.	Of the 664 calls received, total # of calls requiring Code Officer response to Registered Vacation Rentals/Homeshares (Qualified Calls)	364	Calls
b.	# of calls where VR/HS is managed by Owner	214	Calls
c.	# of calls where Vacation Rental is managed by Agency	150	Calls
d.	# of calls VRCD to Investigate*	3	Calls
e.	Of the 364 calls received, total # of VR/HS receiving 2 or more calls	66	Properties
	See Appendix A for more detail, not part of the above 364 calls total*		
2.	Citations Information		
a.	Total # of citations issued by the City responding to 364 Hotline calls (9.89%)	36	Citations
b.	Citations for Music	27	Citations
c.	Citations for Parking	3	Citations
d.	Citations for Other	6	Citations
e.	Of the 36 citations issued, the Vacation Rental was managed by Owner	26	Citations
f.	Of the 36 citations issued, the Vacation Rental was managed by Agency	10	Citations
3.	Registered Vacation Rental/Homeshare Properties as of June 30, 2020 - Total of 2024 (100%)		
a.	Of the 2024, total # of Vacation Rentals with 1 citation issued	146 (7.21%)	Properties
b.	Of the 2073, total # of Vacation Rentals with 2 citations issued	15 (0.74%)	Properties
c.	# of Registered Vacation Rentals Suspended (2 years)	9 (0.44%)	Properties
d.	Of the 2074, total # of Vacation Rental/Homeshare with no citations	1863 (92.1%)	Properties
4.	Unregistered Vacation Rental/Homeshare properties cited in this period (Q2-2020)		3 Citations

VACATION RENTAL HOTLINE CALL LOG DATA ANALYSIS

FROM April 1, 2020 TO June 30, 2020

I. BACKGROUND

This analysis is intended to focus on call log data from April 1, 2020 to June 30, 2020 under the Ordinance **No.1918** with the effective date of April 16, 2017.

From **April 1, 2020 to June 30, 2020**, a total of **664** calls were received by the Vacation Rental Hotline. Out of **664** calls received **364** were **qualified calls**, **297** were **non-qualified calls**, and **3** were **CODE to Investigate calls** (see **Appendix A, page 4**). During the same time period last year **April 1, 2019 TO June 30, 2019**, a total of **316** **qualified calls** were received by the Vacation Rental Hotline.

When comparing the same time periods **April 1, 2019 TO June 30, 2019** and **April 1, 2020 to June 30, 2020**, the number of **qualified** calls for registered Vacation Rentals has increased by **15.2 percent (48 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 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

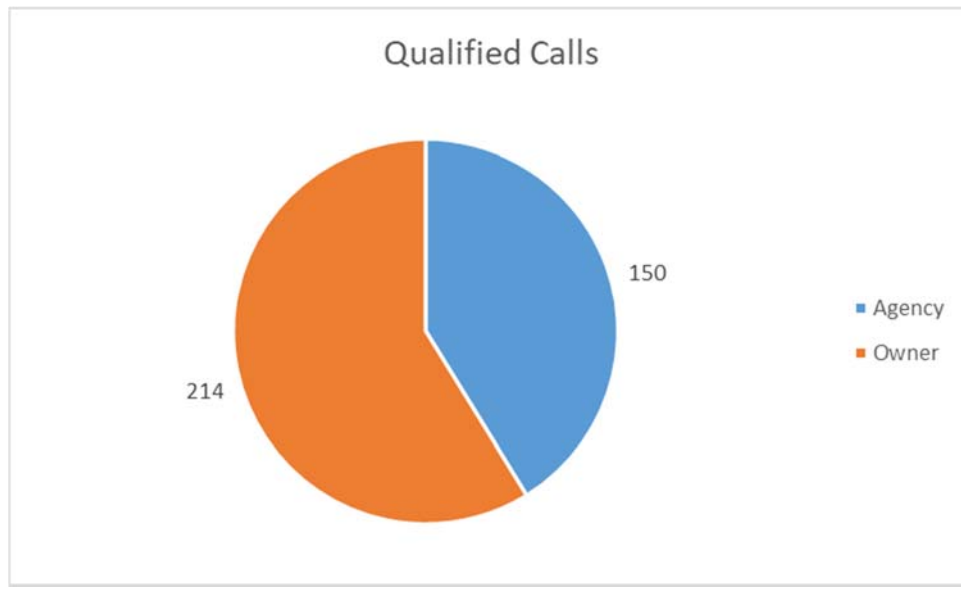
Out of the 364 qualified calls received between **April 1, 2020 to June 30, 2020** that Code Compliance responded to and investigated at the property, a **total of 36 (9.8%) Administrative Citations** were issued based on violations found. (This does not include unregistered VR/HS citations).

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

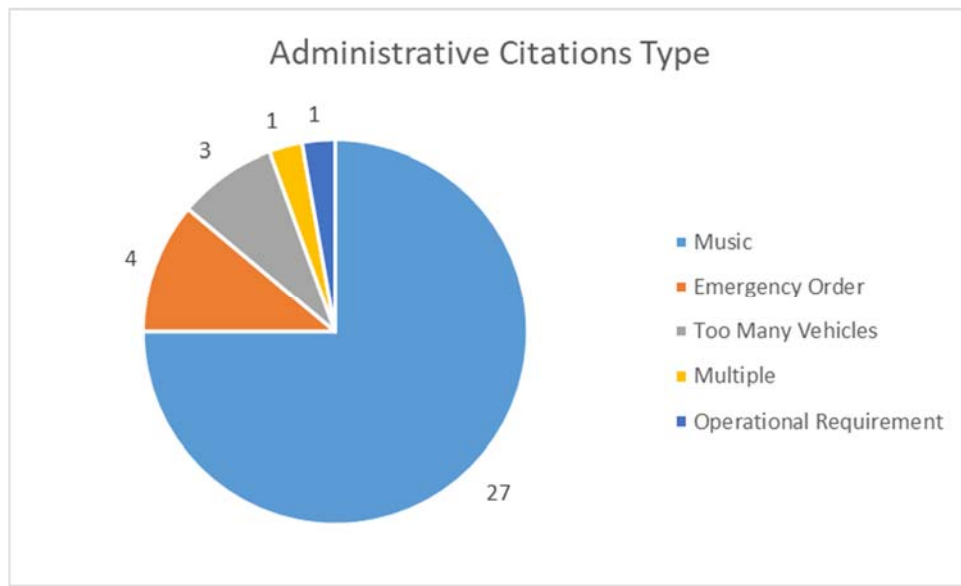
Below is a snapshot of activity related to Owner managed and Agency managed properties between **April 1, 2020 to June 30, 2020**.

MANAGEMENT OF THE VACATION RENTAL/HOMESHARE	Out of the 364 Qualified Calls		Out of 36 Citations Issued	% of Calls resulting in an Admin. Citation
Agency	150	41.20%	10	2.74%
Owner	214	58.79%	26	7.14%



IV. ADMINISTRATIVE CITATION TYPES

Below is a snapshot of types of citations issued from **April 1, 2020 to June 30, 2020** for all 36 citations issued.



APPENDIX A

“CODE TO INVESTIGATE” – SUPPLEMENTAL REPORT

Of the 664 **total calls** received into the Vacation Rental Hotline from **April 1, 2020 to June 30, 2020**, 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	2	64%
Cited for Operating without Registration	1	33%
VRCD still investigating	0	0%
TOTAL	3	100%

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