



City of Palm Springs

425 N Civic Dr • Palm Springs, California 92262

Phone: 760-322- 8382 web: www.palmspringsca.gov

Department of Special Program Compliance

VACATION RENTAL/HOMESHARE HOTLINE CALL LOG DATA ANALYSIS

OCTOBER 2020

SUMMARY PAGE

1.	Vacation Rental Hotline Calls – Total of 122 Calls Received		
a.	Of the 122 calls received, total # of calls requiring Code Officer response to Registered Vacation Rentals/Homeshares (Qualified Calls)	78	Calls
b.	# of calls where VR/HS is managed by Owner	42	Calls
c.	# of calls where Vacation Rental is managed by Agency	36	Calls
d.	# of calls VRCD to Investigate*	0	Calls
e.	Of the 122 calls received, total # of VR/HS receiving 2 or more calls	10	Properties
	See Appendix A for more detail, not part of the above 122 calls total*		
2.	Citations Information		
a.	Total # of citations issued by the City responding to 78 Hotline calls (16.66%)	13	Citations
b.	Citations for Music	13	Citations
c.	Citations for Parking	0	Citations
d.	Citations for Other	0	Citations
e.	Of the 13 citations issued, the Vacation Rental was managed by Owner	8	Citations
f.	Of the 13 citations issued, the Vacation Rental was managed by Agency	5	Citations
3.	Registered Vacation Rental/Homeshare Properties as of October 31, 2020 - Total of 2024 (100%)		
a.	Of the 2024, total # of Vacation Rentals with 1 citation issued	187 (9.23%)	Properties
b.	Of the 2024, total # of Vacation Rentals with 2 citations issued	27 (1.33%)	Properties
c.	# of Registered Vacation Rentals Suspended (2 years)	9 (0.44%)	Properties
d.	Of the 2024, total # of Vacation Rental/Homeshare with no citations	1810 (89.4%)	Properties
4.	Unregistered Vacation Rental/Homeshare properties cited in this month (October-2020)		0 Citations

VACATION RENTAL HOTLINE CALL LOG DATA ANALYSIS

OCTOBER 2020

I. BACKGROUND

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

From **October 1, 2020 to October 31, 2020**, a total of **122** calls were received by the Vacation Rental Hotline. Out of **122 calls received, 78 were qualified calls, 44 were non-qualified calls, and 0 were CODE to Investigate calls (see Appendix A, page 4)**. During the same time period last year **October 1, 2019 to October 31, 2019**, a total of **77 qualified calls** were received by the Vacation Rental Hotline.

When comparing the same time periods **October 1, 2020 to October 31, 2020** and **October 1, 2019 to October 31, 2019**, the number of qualified calls for registered Vacation Rentals has increased by **1.3 percent (1 call)**.

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

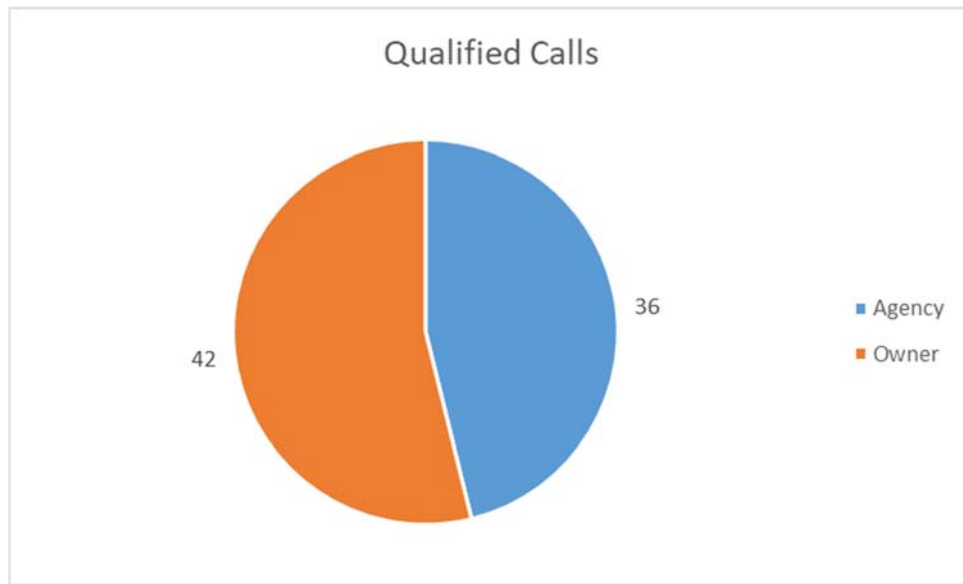
Out of the 78 qualified calls received between **October 1, 2020 to October 31, 2020** that Code Compliance responded to and investigated at the property, a **total of 13 (16%) Administrative Citations** were issued based on violations found. (This does not include unregistered VR/HS citations).

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

III. CALL CATEGORIES

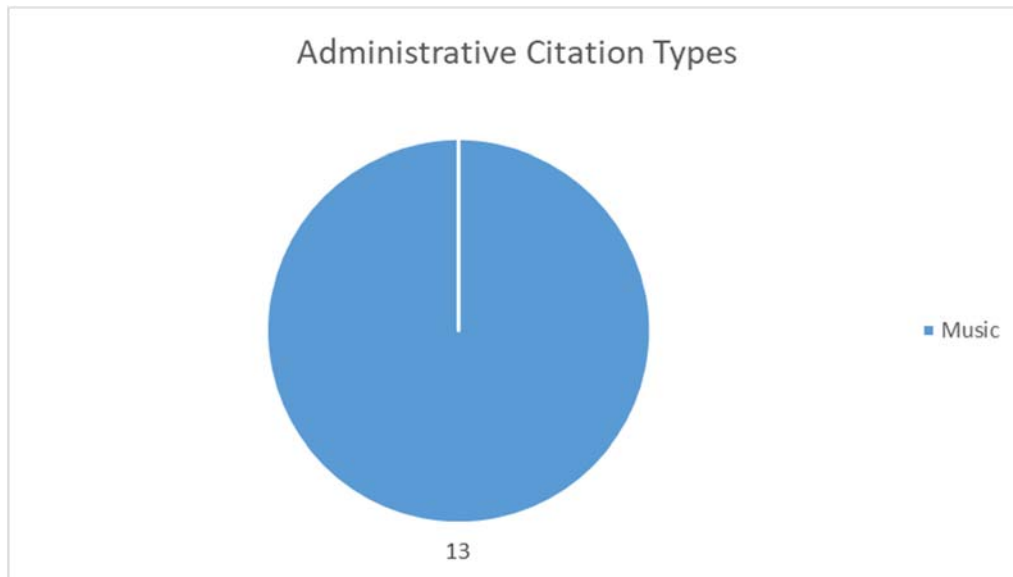
Below is a snapshot of activity related to Owner managed and Agency managed properties between **October 1, 2020 to October 31, 2020**.

MANAGEMENT OF THE VACATION RENTAL/HOMESHARE	Out of the 78 Qualified Calls		Out of 13 Citations Issued	% of Calls resulting in an Admin. Citation
	Count	Percentage		
Agency	36	46.15%	5	13.88%
Owner	42	53.85%	8	19.04%



IV. ADMINISTRATIVE CITATION TYPES

Below is a snapshot of types of citations issued from **October 1, 2020 to October 31, 2020** for all 13 citations issued.



APPENDIX A

“CODE TO INVESTIGATE” – SUPPLEMENTAL REPORT

Of the 122 **total calls** received into the Vacation Rental Hotline from **October 1, 2020 to October 31, 2020**, none 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.

Investigative Results	# of calls	%
Confirmed not VR/HS Closed	0	0%
Cited for Operating without Registration	0	0%
VRCD still investigating	0	0%
TOTAL	0	0%