



# City of Palm Springs

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Department of Special Program Compliance

## VACATION RENTAL/HOMESHARE HOTLINE CALL LOG DATA ANALYSIS

FROM OCTOBER 1, 2020 TO DECEMBER 31, 2020 (Q4 2020)

### SUMMARY PAGE

<b>1.</b>	<b>Vacation Rental Hotline Calls – Total of 280 Calls Received</b>		
<b>a.</b>	<b>Of the 280 calls received, total # of calls requiring Code Officer response to Registered Vacation Rentals/Homeshares (Qualified Calls)</b>	<b>134</b>	<b>Calls</b>
<b>b.</b>	# of calls where VR/HS is managed by Owner	75	Calls
<b>c.</b>	# of calls where Vacation Rental is managed by Agency	59	Calls
<b>d.</b>	# of calls VRCD to Investigate*	1	Calls
<b>e.</b>	<b>Of the 134 calls received, total # of VR/HS receiving 2 or more calls</b>	<b>22</b>	<b>Properties</b>
	See Appendix A for more detail, not part of the above 134 calls total*		
<b>2.</b>	<b>Citations Information</b>		
<b>a.</b>	<b>Total # of citations issued by the City responding to 134 Hotline calls (13.43%)</b>	<b>18</b>	<b>Citations</b>
<b>b.</b>	Citations for Music	17	Citations
<b>c.</b>	Citations for Parking	1	Citations
<b>d.</b>	Citations for Other	0	Citations
<b>e.</b>	<b>Of the 18 citations issued, the Vacation Rental was managed by Owner</b>	<b>11</b>	<b>Citations</b>
<b>f.</b>	<b>Of the 18 citations issued, the Vacation Rental was managed by Agency</b>	<b>7</b>	<b>Citations</b>
<b>3.</b>	<b>Registered Vacation Rental/Homeshare Properties as of December 31, 2020 - Total of 2038 (100%)</b>		
<b>a.</b>	Of the 2038, total # of Vacation Rentals with 1 citation issued	170 (8.34%)	Properties
<b>b.</b>	Of the 2038, total # of Vacation Rentals with 2 citations issued	32 (1.57%)	Properties
<b>c.</b>	# of Registered Vacation Rentals Suspended (2 years)	6 (0.29%)	Properties
<b>d.</b>	<b>Of the 2038, total # of Vacation Rental/Homeshare with no citations</b>	<b>1836 (90.1%)</b>	<b>Properties</b>
<b>4.</b>	<b>Unregistered Vacation Rental/Homeshare properties cited in this period (Q4-2020)</b>		<b>4 Citations</b>

# VACATION RENTAL HOTLINE CALL LOG DATA ANALYSIS

FROM OCTOBER 1, 2020 TO DECEMBER 31, 2020

## I. BACKGROUND

This analysis is intended to focus on call log data from October 1, 2020 to December 31, 2020 under the Ordinance **No.1918** with the effective date of April 16, 2017.

From **October 1, 2020 to December 31, 2020**, a total of **280** calls were received by the Vacation Rental Hotline. Out of **280 calls received, 134 were qualified calls, 145 were non-qualified calls, and 1 were CODE to Investigate calls (see Appendix A, page 4)**. During the same time period last year **October 1, 2019 To December 31, 2019**, a total of **97 qualified calls** were received by the Vacation Rental Hotline.

When comparing the same time periods **October 1, 2019 to December 31, 2019** and **October 1, 2020 to December 31, 2020**, the number of qualified calls for registered Vacation Rentals increased by **41.2 percent (37 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 134 qualified calls received between **October 1, 2020 to December 31, 2020** that Code Compliance responded to and investigated at the property, a **total of 18 (13.43%) Administrative Citations** were issued based on violations found. (This does not include unregistered VR/HS citations).

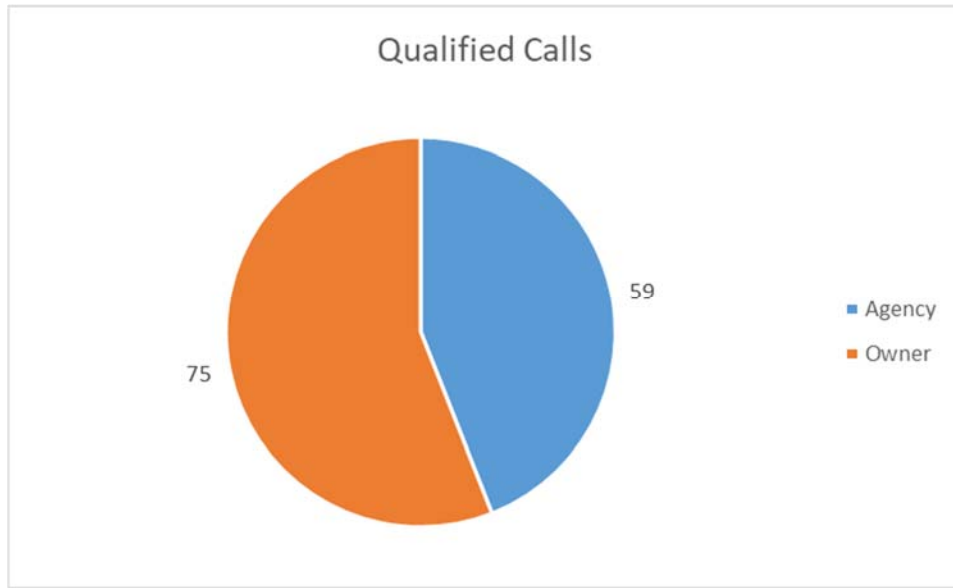
When comparing the same time periods **October 1, 2019 to December 31, 2019** and **October 1, 2020 to December 31, 2020**, the number **Administrative Citations** for registered Vacation Rentals increased by **3 Administrative Citations**.

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

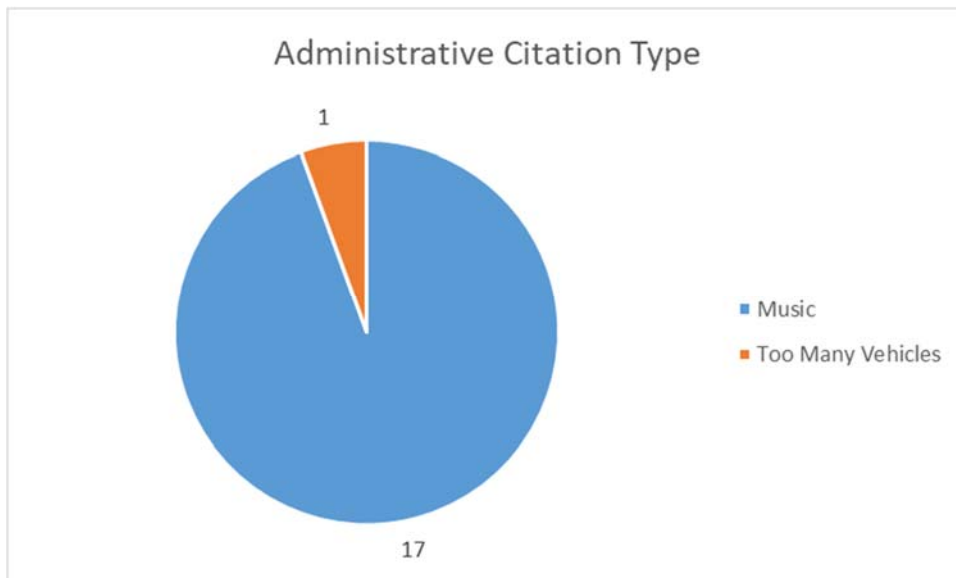
Below is a snapshot of activity related to Owner managed and Agency managed properties between **October 1, 2020 to December 31, 2020**.

MANAGEMENT OF THE VACATION RENTAL/HOMESHARE	Out of the 134 Qualified Calls		Out of 18 Citations Issued	% of Calls resulting in an Admin. Citation
	Count	Percentage		
Agency	59	44.02%	7	11.86%
Owner	75	55.97%	11	14.66%



### IV. ADMINISTRATIVE CITATION TYPES

Below is a snapshot of types of citations issued from **October 1, 2020 to December 31, 2020** for all 18 citations issued.



## APPENDIX A

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

Of the 280 **total calls** received into the Vacation Rental Hotline from **October 1, 2020 to December 31, 2020**, 1 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	0	0%
Cited for Operating without Registration	1	100%
VRCD still investigating	0	0%
<b>TOTAL</b>		<b>100%</b>

**Notes: One (1) Operating w/o Registration Certificate citations was issued as a result of the call.**