



City of Palm Springs

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Department of Special Program Compliance

VACATION RENTAL/HOMESHARE HOTLINE CALL LOG DATA ANALYSIS

FROM January 1, 2021 TO March 31, 2021 (Q1 2021)

SUMMARY PAGE

1.	Vacation Rental Hotline Calls – Total of 306 Received		
a.	Of the 306 calls received, total # of calls requiring Code Officer response to Registered Vacation Rentals/Homeshares (Qualified Calls)	142	Calls
b.	# of calls where VR/HS is managed by Owner	79	Calls
c.	# of calls where Vacation Rental is managed by Agency	63	Calls
d.	# of calls VRCD to Investigate*	3	Calls
e.	Of the 142 calls received, total # of VR/HS receiving 2 or more calls	22	Properties
	See Appendix A for more detail, not part of the above 306 calls total*		
2.	Citations Information		
a.	Total # of citations issued by the City responding to 142 Hotline calls 16.9%)	24	Citations
b.	Citations for Music	21	Citations
c.	Citations for Parking	1	Citations
d.	Citations for Multiple (parking and music)	2	Citations
e.	Of the 24 citations issued, the Vacation Rental was managed by Owner	17	Citations
f.	Of the 24 citations issued, the Vacation Rental was managed by Agency	7	Citations
3.	Registered Vacation Rental/Homeshare Properties as of March 31, 2021 - Total of 2123 (100%)		
a.	Of the 2123, total # of Vacation Rentals with 1 citation issued	163 (7.67%)	Properties
b.	Of the 2123, total # of Vacation Rentals with 2 citations issued	31 (1.5%)	Properties
c.	# of Registered Vacation Rentals Suspended (2 years)	7 (0.33%)	Properties
d.	Of the 2123, total # of Vacation Rental/Homeshare with no citations	1929 (90.8%)	Properties
4.	Unregistered Vacation Rental/Homeshare properties cited in this period (Q1-2021)		3 Citations

VACATION RENTAL HOTLINE CALL LOG DATA ANALYSIS

FROM January 1, 2021 TO March 31, 2021

I. BACKGROUND

This analysis is intended to focus on call log data from January 1, 2021 to March 31, 2021 under the Ordinance **No.1918** with the effective date of April 16, 2017.

From **January 1, 2021 TO March 31, 2021**, a total of **306** calls were received by the Vacation Rental Hotline. Out of **306 calls received 142 were qualified calls, 179 were non-qualified calls, and 3 were CODE to Investigate calls (see Appendix A, page 4)**. During the same time period last year **January 1, 2020 TO March 31, 2020**, a total of **103 qualified calls** were received by the Vacation Rental Hotline.

When comparing the same time periods **January 1, 2020 TO March 31, 2020** and **January 1, 2021 TO March 31, 2021**, the number of qualified calls for registered Vacation Rentals has increase by **37.86 percent (39 calls)**.

It is important to note, the Vacation Rental Hotline Call Center was put in place May 15, 2017, and since then, **every** call into the Hotline gets reported. This is important for quality assurance. Prior to the date of the latest 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 142 qualified calls received between **January 1, 2021 TO March 31, 2021** that Code responded to and investigated at the property, a **total of 24 (16.9%) Administrative Citations** were issued based on violations found. (This does not include unregistered VR/HS citations).

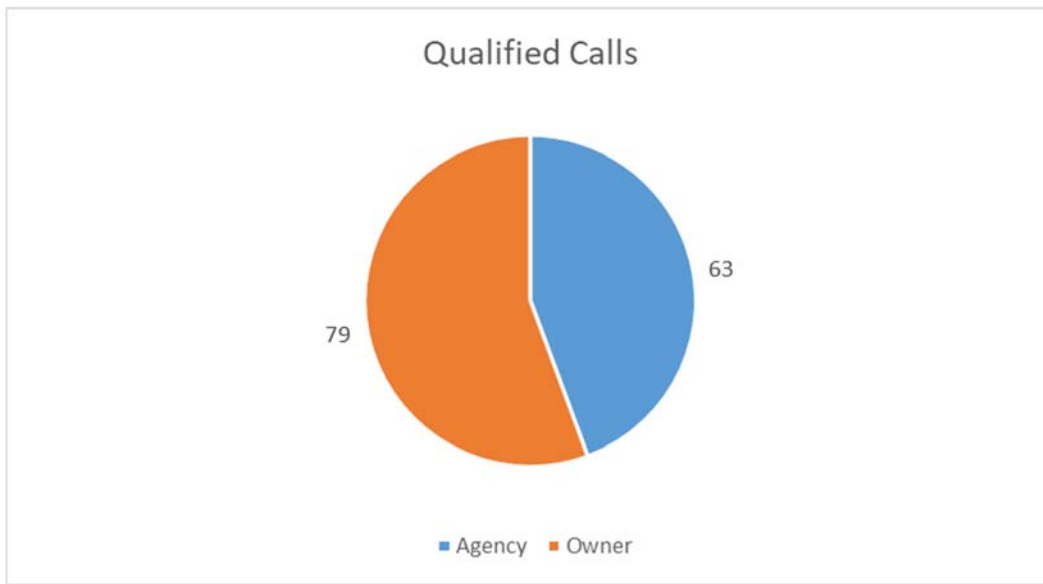
When comparing the same time periods **January 1, 2020 TO March 31, 2020** and **January 1, 2021 TO March 31, 2021**, the number of citations issued to registered Vacation Rentals increased by **15 citations (166%)**.

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

III. CALL CATEGORIES

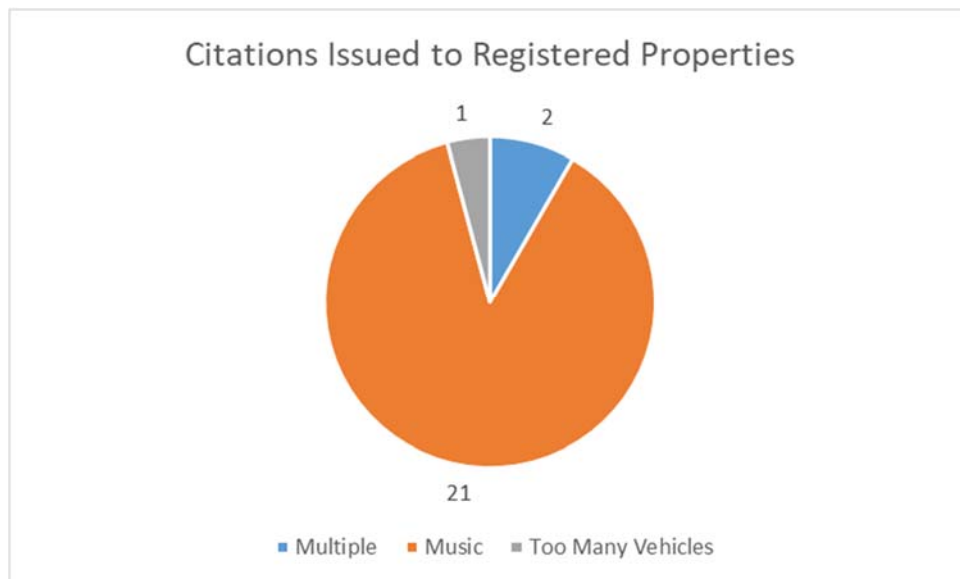
Below is a snapshot of activity related to Owner managed and Agency managed properties between **January 1, 2021 TO March 31, 2021**.

MANAGEMENT OF THE VACATION RENTAL/HOMESHARE	Out of the 142 Qualified Calls		Out of 24 Citations Issued	% of Calls resulting in an Admin. Citation
	Count	Percentage		
Agency	63	44.36%	7	11.11%
Owner	79	55.63%	17	21.51%



IV. ADMINISTRATIVE CITATION TYPES

Below is a snapshot of types of citations issued from **January 1, 2021 TO March 31, 2021** for all 24 citations issued.



APPENDIX A

“CODE TO INVESTIGATE” – SUPPLEMENTAL REPORT

Of the 306 **total calls** received into the Vacation Rental Hotline from **January 1, 2021 TO March 31, 2021**, 3 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.

Investigative Results	# of calls	%
Confirmed not VR/HS Closed	2	75%
Cited for Operating without Registration	1	25%
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.