



# City of Palm Springs

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Department of Special Program Compliance

## VACATION RENTAL/HOMESHARE HOTLINE CALL LOG DATA ANALYSIS

FROM OCTOBER 1, 2021 TO DECEMBER 31, 2021 (Q4 2021)

### SUMMARY PAGE

<b>1.</b>	<b>Vacation Rental Hotline Calls – Total of 202 Calls Received</b>		
<b>a.</b>	<b>Of the 202 calls received, total # of calls requiring Code Officer response to Registered Vacation Rentals/Homeshares (Qualified Calls)</b>	<b>75</b>	<b>Calls</b>
<b>b.</b>	# of calls where VR/HS is managed by Owner	52	Calls
<b>c.</b>	# of calls where Vacation Rental is managed by Agency	23	Calls
<b>d.</b>	# of calls CODE to Investigate*	4	Calls
<b>e.</b>	<b>Of the 75 calls received, total # of VR/HS receiving 2 or more calls</b>	<b>18</b>	<b>Properties</b>
	See Appendix A for more detail, not part of the above 75 calls total*		
<b>2.</b>	<b>Citations Information</b>		
<b>a.</b>	<b>Total # of citations issued by the City responding to 75 Hotline calls (12%)</b>	<b>9</b>	<b>Citations</b>
<b>b.</b>	Citations for Music	7	Citations
<b>c.</b>	Citations for Parking	1	Citations
<b>d.</b>	Citations for Multiple	1	Citations
<b>e.</b>	<b>Of the 9 citations issued, the Vacation Rental was managed by Owner</b>	<b>5</b>	<b>Citations</b>
<b>f.</b>	<b>Of the 9 citations issued, the Vacation Rental was managed by Agency</b>	<b>4</b>	<b>Citations</b>
<b>3.</b>	<b>Registered Vacation Rental/Homeshare Properties as of December 31, 2021 - Total of 2271 (100%)</b>		
<b>a.</b>	Of the 2271, total # of Vacation Rentals with 1 citation issued	107 (4.53%)	Properties
<b>b.</b>	Of the 2271, total # of Vacation Rentals with 2 citations issued	15 (1.36%)	Properties
<b>c.</b>	# of Registered Vacation Rentals Suspended (2 years)	20 (0.88%)	Properties
<b>d.</b>	<b>Of the 2271, total # of Vacation Rental/Homeshare with no citations</b>	<b>2129 (93.7%)</b>	<b>Properties</b>
<b>4.</b>	<b>Unregistered Vacation Rental/Homeshare properties cited in this period (Q4-2021)</b>		<b>4 Citations</b>

# VACATION RENTAL HOTLINE CALL LOG DATA ANALYSIS

FROM OCTOBER 1, 2021 TO DECEMBER 31, 2021

## I. BACKGROUND

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

From October 1, 2021 to December 31, 2021, a total of 202 calls were received by the Vacation Rental Hotline. Out of 202 calls received, 75 were qualified calls, 123 were non-qualified calls, and 4 were Code Compliance to investigate calls (see Appendix A, page 4). During the same period last year October 1, 2020 to December 31, 2020, a total of 133 qualified calls were received by the Vacation Rental Hotline.

When comparing the same time periods October 1, 2020 to December 31, 2020 and October 1, 2021 to December 31, 2021, the number of **qualified** calls for registered Vacation Rentals decreased by **43.60 percent (58 calls)**.

It is important to note, a new Vacation Rental Hotline Call Center was put in place May 15, 2017 by the CODE, 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 75 qualified calls received between October 1, 2021 to December 31, 2021 that Code Compliance responded to and investigated at the property, a total of **9 (12%)** Administrative Citations were issued based on violations found. (This does not include unregistered VR/HS citations).

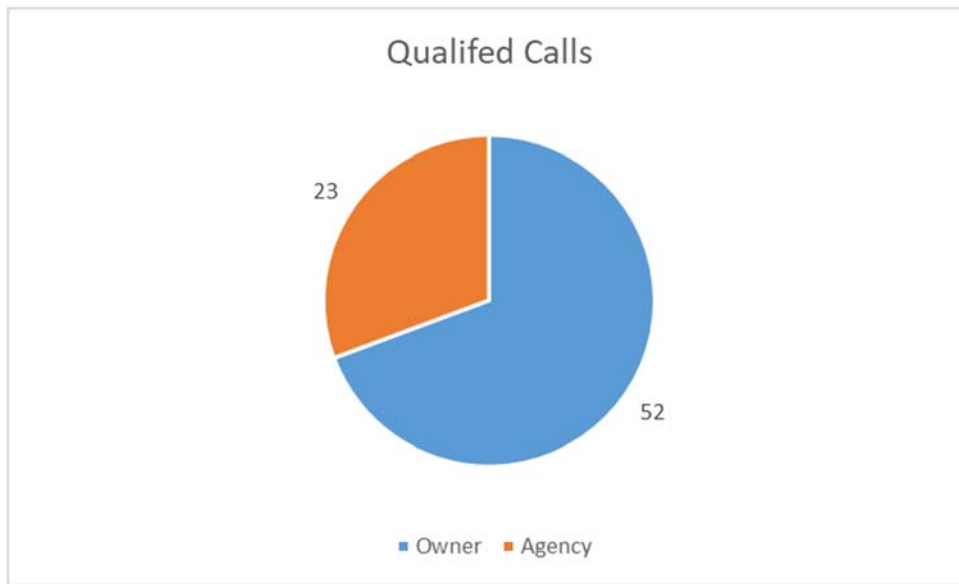
When comparing the same time periods October 1, 2020 to December 31, 2020 and October 1, 2021 to December 31, 2021, the number of citations issued from investigating qualified calls for registered Vacation Rentals decreased by **50% percent (18 citations)**.

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

### III. CALL CATEGORIES

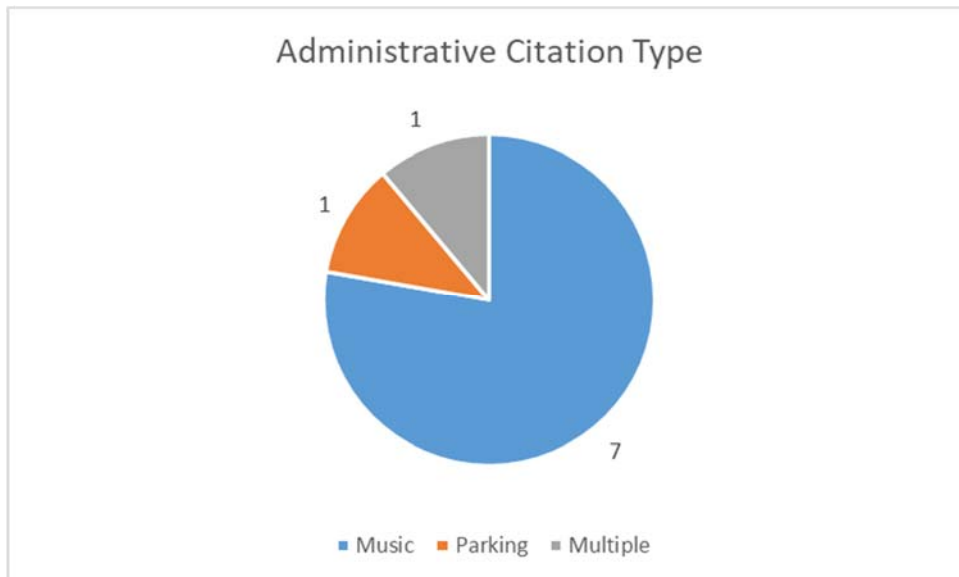
Below is a snapshot of activity related to Owner managed and Agency managed properties between October 1, 2021 to December 31, 2021.

MANAGEMENT OF THE VACATION RENTAL/HOMESHARE	Out of the 75 Qualified Calls		Out of 9 Citations Issued	% of Calls resulting in an Admin. Citation
Agency	23	30.6%	4	17.4%
Owner	52	69.4%	5	9.6%



### IV. ADMINISTRATIVE CITATION TYPES

Below is a snapshot of types of citations issued from October 1, 2021 to December 31, 2021 for all 9 citations issued.



## APPENDIX A

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

Of the **202** total calls received into the Vacation Rental Hotline from October 1, 2021 to December 31, 2021, 4 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	4	100%
Cited for Operating without Registration	0	0
CODE still investigating	0	0
<b>TOTAL</b>	<b>4</b>	<b>100%</b>

**Notes: Four (4) Operating w/o Registration Certificate citations were issued as a results of the calls.**