



City of Palm Springs

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Department of Special Program Compliance

VACATION RENTAL/HOMESHARE HOTLINE CALL LOG DATA ANALYSIS

FROM JANUARY 1, 2022 TO MARCH 31, 2022 (Q1 2022)

SUMMARY PAGE

1.	Vacation Rental Hotline Calls – Total of 234 Calls Received		
a.	Of the 234 calls received, total # of calls requiring Code Officer response to Registered Vacation Rentals/Homeshares (Qualified Calls)	81	Calls
b.	# of calls where VR/HS is managed by Owner	50	Calls
c.	# of calls where Vacation Rental is managed by Agency	31	Calls
d.	# of calls CODE to Investigate*	2	Calls
e.	Of the 81 calls received, total # of VR/HS receiving 2 or more calls	16	Properties
	See Appendix A for more detail, not part of the above 81 calls total*		
2.	Citations Information		
a.	Total # of citations issued by the City responding to 81 Hotline calls (11%)	9	Citations
b.	Citations for Music	7	Citations
c.	Citations for Parking	1	Citations
d.	Citations for Failure to Respond	1	Citations
e.	Of the 9 citations issued, the Vacation Rental was managed by Owner	5	Citations
f.	Of the 9 citations issued, the Vacation Rental was managed by Agency	4	Citations
3.	Registered Vacation Rental/Homeshare Properties as of March 31, 2021 - Total of 2,326 (100%)		
a.	Of the 2,326, total # of Vacation Rentals with 1 citation issued	87 (3.74%)	Properties
b.	Of the 2,326, total # of Vacation Rentals with 2 citations issued	13 (.55%)	Properties
c.	# of Registered Vacation Rentals Suspended (2 years)	14 (0.60%)	Properties
d.	Of the 2,326, total # of Vacation Rental/Homeshare with no citations	2,212 (95%)	Properties
4.	Unregistered Vacation Rental/Homeshare properties cited in this period (Q1-2022)		9 Citations

VACATION RENTAL HOTLINE CALL LOG DATA ANALYSIS

FROM JANUARY 1, 2022 TO MARCH 31, 2022

I. BACKGROUND

This analysis is intended to focus on call log data from January 1, 2022 To March 31, 2022 under the Ordinance No.1918 with the effective date of April 16, 2017.

From January 1, 2022 To March 31, 2022, a total of 234 calls were received by the Vacation Rental Hotline. Out of 234 calls received, 81 were qualified calls, 153 were non-qualified calls, and 2 were Code Compliance to investigate calls (see Appendix A, page 4). During the same period last year January 1, 2021 To March 31, 2021, a total of 142 qualified calls were received by the Vacation Rental Hotline.

When comparing the same time periods January 1, 2021 To March 31, 2021 and January 1, 2022 To March 31, 2022, the number of **qualified** calls for registered Vacation Rentals decreased by **43 percent (61 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 81 qualified calls received between January 1, 2022 To March 31, 2022 that Code Compliance responded to and investigated at the property, a total of **9 (11%)** Administrative Citations were issued based on violations found. (This does not include unregistered VR/HS citations).

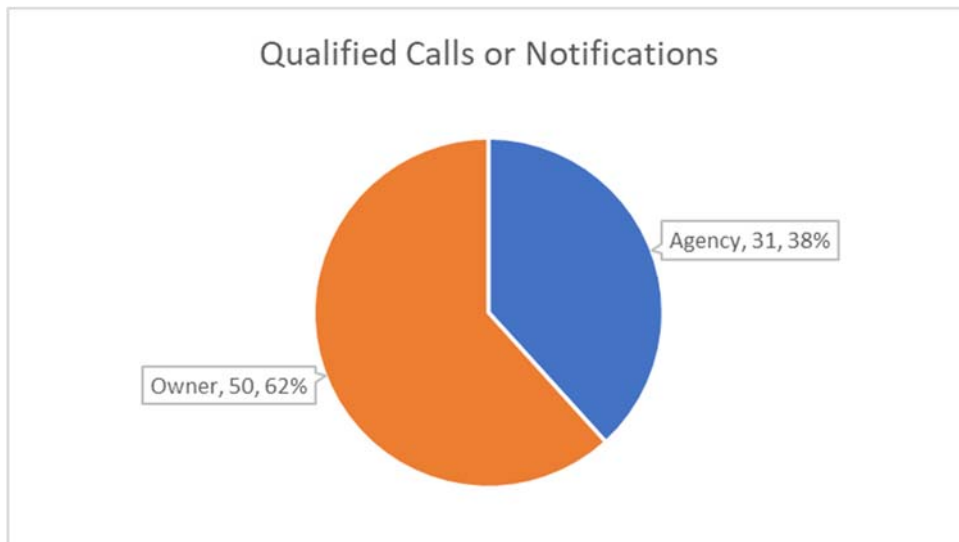
When comparing the same time periods January 1, 2021 To March 31, 2021 and January 1, 2022 To March 31, 2022, the number of citations issued from investigating qualified calls for registered Vacation Rentals decreased by **62.5% percent (15 citations)**.

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

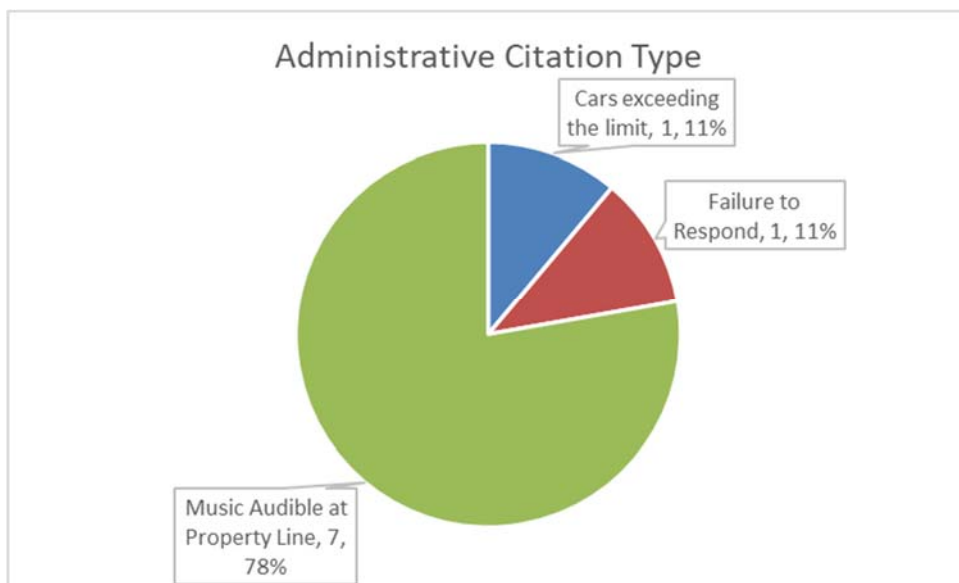
Below is a snapshot of activity related to Owner managed and Agency managed properties between January 1, 2022 To March 31, 2022.

MANAGEMENT OF THE VACATION RENTAL/HOMESHARE	Out of the 81 Qualified Calls		Out of 9 Citations Issued	% of Calls resulting in an Admin. Citation
Agency	31	38.2%	4	12.9%
Owner	50	61.7%	5	10.0%



IV. ADMINISTRATIVE CITATION TYPES

Below is a snapshot of types of citations issued from January 1, 2022 To March 31, 2022 for all 9 citations issued.



APPENDIX A

“CODE TO INVESTIGATE” – SUPPLEMENTAL REPORT

Of the **234** total calls received into the Vacation Rental Hotline from January 1, 2022 To March 31, 2022, 2 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	100%
Cited for Operating without Registration	0	0
CODE still investigating	0	0
TOTAL	2	100%

Notes: Four (2) Operating w/o Registration Certificate citations were issued as a results of the calls.