



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 FROM OCTOBER 1, 2023 TO DECEMBER 31, 2023 (Q4 2023)

SUMMARY PAGE

1.	Vacation Rental Hotline Calls – Total of 69 Calls Received		
a.	Of the 69 calls received, total # of calls requiring Code Officer response to Registered Vacation Rentals/Homeshares (Qualified Calls)	51	Calls
b.	# of calls where VR/HS is managed by Owner	35	Calls
c.	# of calls where Vacation Rental is managed by Agency	16	Calls
d.	# of calls CODE to Investigate*	1	Calls
e.	Of the 51 calls received, total # of VR/HS receiving 2 or more calls	4	Properties
	See Appendix A for more detail, not part of the above 69 calls total*		
2.	Citations Information		
a.	Total # of citations issued by the City responding to 51 Hotline calls (19.60%)	10	Citations
b.	Citations for Music	6	Citations
c.	Citations for Parking	4	Citations
d.			Citations
e.	Of the 10 citations issued, the Vacation Rental was managed by Owner	7	Citations
f.	Of the 10 citations issued, the Vacation Rental was managed by Agency	3	Citations
3.	Registered Vacation Rental/Homeshare Properties as of December 31, 2023 - Total of 2,965 (100%)¹		
a.	Of the 2,965, total # of Vacation Rentals with 1 citation issued	232 (7.82%)	Properties
b.	Of the 2,965, total # of Vacation Rentals with 2 citations issued	28 (.94%)	Properties
c.	# of Registered Vacation Rentals Suspended (2 years)	8 (.26%)	Properties
d.	Of the 2657, total # of Vacation Rental/Homeshare with no citations	2,697 (90.96%)	Properties
4.	Unregistered Vacation Rental/Homeshare properties cited in this period (Q4-2023)		15 Citations

¹ Section 3 includes citations issued for non-guest related violations.

VACATION RENTAL HOTLINE CALL LOG DATA ANALYSIS

FROM OCTOBER 1, 2023 TO DECEMBER 31, 2023

I. BACKGROUND

This analysis is intended to focus on call log data from **OCTOBER 1, 2023 TO DECEMBER 31, 2023** under the Ordinance **No.1918** with the effective date of April 16, 2017 and Ordinance **No.2075** adopted November 28, 2022

From **OCTOBER 1, 2023 TO DECEMBER 31, 2023**, a total of **69** calls were received by the Vacation Rental Hotline. Out of **69 calls received, 51 were qualified calls, 17 were non-qualified calls, and 1 was CODE to Investigate calls (see Appendix A, page 4)**. During the same time period last year **OCTOBER 1, 2022 TO DECEMBER 31, 2022**, a total of **46 qualified calls** were received by the Vacation Rental Hotline.

When comparing the same time periods **OCTOBER 1, 2022 TO DECEMBER 31, 2022** and **OCTOBER 1, 2023 TO DECEMBER 31, 2023**, the number of qualified calls for registered Vacation Rentals has increased by **10.86 percent (5 calls)**.

It is important to note, a new 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 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 51 qualified calls received between **OCTOBER 1, 2023 TO DECEMBER 31, 2023** that Code Compliance responded to and investigated a registered property, a **total of 10 (19.60%) Administrative Citations** were issued based on violations found. (This does not include unregistered VR/HS citations).

When comparing the same time periods **OCTOBER 1, 2022 TO DECEMBER 31, 2022** and **OCTOBER 1, 2023 TO DECEMBER 31, 2023**, the number of citations issued from **investigating qualified** calls for registered Vacation Rentals increased by one citation, an increase of 11%

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

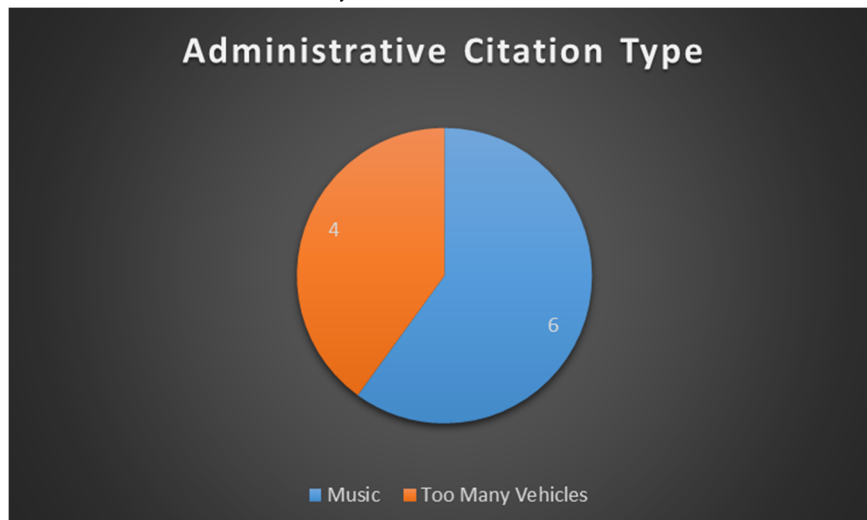
Below is a snapshot of activity related to Owner managed and Agency managed properties between **OCTOBER 1, 2023 TO DECEMBER 31, 2023**.

MANAGEMENT OF THE VACATION RENTAL/HOMESHARE	Out of the Qualified Calls		Out of 10 Citations Issued	% of Calls resulting in an Admin. Citation
Agency	16	31.37%	3	18.75%
Owner	35	68.62%	7	20%



IV. ADMINISTRATIVE CITATION TYPES

Below is a snapshot of types of citations issued from **OCTOBER 1, 2023 TO DECEMBER 31, 2023** for all 10 citations issued.



APPENDIX A

“CODE TO INVESTIGATE” – SUPPLEMENTAL REPORT

Of the 69 **total calls** received into the Vacation Rental Hotline from **OCTOBER 1, 2023 TO DECEMBER 31, 2023**, 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.

Investigative Results	# of calls	%
Confirmed VR/HS, Closed	1	100
Cited for Operating without Registration	0	0
CODE still investigating	0	0
TOTAL	0	0