

WEEK #7 2-13-2017 TO 2-19-2017

DATE	MT	CALL IN TIME	CALL #	PROPERTY ADDRESS NUMBER	ADDRESS	DESCRIPTION OF CALL	LOCAL RESPONSE CONTACT	TIME RESPONSIBLE PARTY RESOLVED	MANAGING AGENT/RESPONSIBLE PARTY ACTION	CITY RESPONDING PARTY	TIME OF RESPONSE	ACTION/FINDINGS	OWNER OCCUPIED	CITATION ISSUED
2/14/2017		14:25	2746	455	EAST FRANCIS DR	LOUD MUSIC - HER WINDOWS ARE RATTLING	RELAX PALM SPRINGS	3: 10PM	AGENT MADE CONTACT WITH THE GUESTS, GUESTS COMPLIED	VRCD	15:10	VRCO CONTACTED OPERATOR DIRECTLY FROM OFFICE AND ADVISED TO COMPLY, ADDITIONAL CALLS WOULD RESULT IS CITATION BEING ISSUED	NO	
2/17/2017		22:38	2747	2065	JOSHUA TREE	YELLING AND SCREAMING, JUMPING IN THE POOL	JULIAN MEA	11:07 PM	JULIAN 10:55PM, SAID SHE HAS A NOISE MONITOR IN THE BACK YARD. NOT GETTING AN ALERT, DECIBEL LEVEL IS FINE. IS GOING OVER ANYWAY. (GAVE TO GEMMA AT US SEC) 11:07PM, NO ONE AT THE HOUSE	USS	23:23	RECEIVED A CALL FOR NOISE COMPLAINT AT VACATION RENTALS (2065 JOSHUA TREE LANE) WHEN ARRIVE AT ADDRESS MEET PROPERTY OWNER . NOISE LEVEL WAS BELOW 40.0 AND NO OUTSIDE MUSIC PLAYING. SPOKE TO OWNER FOR FEW MINUTES AND GAVE ADVICE ON NOISE LAW.	NO	
2/17/2017		17:43	2748	2010	N SANDRA ROAD	EXCESSIVE NOISE - SCREAMING FROM BACKYARD	JUSTINE BOYER/KELLY HELLER	5:46 PM	JUSTINE CALLED IN, 5:46 PM TO RESPOND TO MISSED CALL ON HER PHONE. SAID WILL CONTACT RESIDENTS. (6:34PM, NEVER HEARD BACK FROM KELLY OR JUSTINE)	POLICE	17:48	NO MUSIC OR PARTY AT THE HOME. FOUND LOUD SCREAMING. ADVISED THE GUESTS OF ORDINANCE	NO	CITATION PENDING - FAILURE TO RESPOND
2/17/2017		23:26	2749	1335	S. SAN JACINTO	LOUD PARTY, LOUD VOICES, MOSTLY WOMEN	N/A	N/A	NOT A VALID ADDRESS	POLICE	N/A	CALL CENTER CONTACTED PSPD. PSPD REPORTED NOT A VALID ADDRESS	NO	
2/18/2017		1:29	2750	1411	RACQUET CLUB RD	OUTSIDE VOICES VERY LOUD - HAS BEEN GOING ON ALL NIGHT	VACATION PALM SPRINGS	1:41 AM	ROBERT WENT TO LOCATION - GUESTS WERE ADVISED OF THE COMPLAINT AND ARE NOW COMPLIANT (RELAYED TO USS SECURITY)	USS		NO VIOLATION FOUND UPON ARRIVAL	NO	
2/18/2017		14:09	2751	1890	NAVAJO DRIVE	LOUD MUSIC, SCREAMING, GOING ON TWO HOURS, BACKYARD PARTY	N/A	NOT REGISTERED VACATION RENTAL	OWNERSHIP CHANGED	POLICE	14:49	CONTACTED GUESTS ADVISED GUEST ON THE NOISE. GUESTS GOING TO BED. GUESTS ISSUED A CITATION WARNING. FURTHER DISREGARD WILL RESULT IN CRIMINAL PROSECUTION	NO	CITATION PENDING - NOT REGISTERED
2/18/2017		14:51	2752	2194	EAST PARK DRIVE	BACKYARD PARTY, LOTS OF PEOPLE, LOUD MUSIC	ACME HOUSE COMPANY	5:37 PM	JAMES CALLED AT 5:36 PM FORGOT TO CALL AND STATES SPOKE TO GUEST	CODE	15:20	ARRIVED AT 3:20PM, HEARD NO MUSIC. MADE CONTACT WITH THE GUESTS ADVISED THEM OF COMPLAINT. WITNESSED 2 PEOPLE IN THE HOME. GUESTS ADVISED MANAGER SPOKE WITH THEM, AND THEY TURNED OFF THE MUSIC. GAVE GUESTS BROCHURE	NO	CITATION PENDING - FAILURE TO RESPOND
2/18/2017		21:03	2754	10	WARM SANDS	VERY LOUD PARTY	CAROL AND JOHN CURRY	6:37 PM	CAROL SPOKE TO THE GUESTS, THEY ARE SHUTTING THE NOISE DOWN	USS	21:41	RECEIVED A CALL FOR NOISE COMPLAINT AT VACATION RENTAL (10 WARM SANDS DR) WHEN ARRIVE NOISE LEVEL WAS 37.7 MEET WITH RENTER GAVE VERBAL WARNING AND ADVISED OF NOISE LAWS FOR THIS AREA.	NO	
2/18/2017		22:52	2755	2140	EAST AMADO	LOUD PARTY OUTSIDE	OASIS VACATION RENTAL	10:56 PM	CHRIS SAID AFTER SPEAKING TO THE GUESTS, ONLY 2 ARE ON THE PATIO, NO MUSIC. THEY'RE GOING IN	N/A	N/A	COMMUNICATION ERROR, HAS BEEN CORRECTED	NO	
2/18/2017		23:03	2756	1335	S. SAN JOAQUIN	LOUD DRUNKEN SINGING AND NOISE	CLAIRE MCTERNAN	N/A	NO RESPONSE BY CLAIR AS OF 12:04AM	N/A	N/A	COMMUNICATION ERROR, HAS BEEN CORRECTED	NO	
2/19/2017		0:10	2757	1335	S. SAN JOAQUIN	LOUD POOL PARTY	CLAIRE MCTERNAN	N/A	1:10AM, NO RESPONSE FROM CLAIR	N/A	N/A	COMMUNICATION ERROR, HAS BEEN CORRECTED	NO	
2/19/2017		17:07	2758	1335	S. SAN JOAQUIN	PLAYING MUSIC BY THE POOL~ PLAYING BEER PONG, AND YELLING	CLAIRE MCTERNAN	N/A	5:07 PM NO RESPONSE FROM CLAIR	USS	17:17	RECEIVED A CALL FOR NOISE COMPLAINT AT VACATION RENTALS (1335 S. SAN JUAQUIN DR) WHEN ARRIVE NOISE LEVEL WAS 41.7 MADE CONTACT WITH THE RENTER ADVISE THEM OF NOISE LAW AND GAVE VERBAL WARNING.	NO	
2/19/2017		22:03		575	LUJO CIRCLE	LOUD MUSIC FROM LOCATION	N/A	N/A	VACATION RENTAL - DIRECT CALL TO POLICE	POLICE	22:55	UPON ARRIVAL OFFICER HEARD MUSIC, ADVISED GUEST OF THE PSMC AND ISSUED A PRE-CITATION TO THE GUEST	NO	
2/19/2017		22:28		1230	CALLE DE MARIA	LOUD MUSIC FROM THE RESIDENCE	N/A	N/A	VACATION RENTAL - DIRECT CALL TO POLICE	POLICE	23:03	MUSIC FAINTLY HEARD FROM THE FROM THE FRONT DOOR, GUEST ADVISED AND LOWERED MUSIC	NO	

Please note the column *Owner Occupied* . This situation has been a source of confusion in the past. To clarify, when a home is being Owner Occupied and having a gathering that creates a nuisance, it is not handled as a Vacation Rental complaint since it is not considered a guest stay. The PSPD is responsible for owner occupied matters.