

**ORDINANCE NO.1918 - IN EFFECT AS OF 4/16/2017 - CITY OF PALM SPRINGS FIRST RESPONDER TO VACATION RENTAL HOTLINE COMPLAINTS. LOCAL CONTACT CONTACTED POST COMPLAINT INVESTIGATION AS NECESSARY.**

DATE	MT	CALL IN TIME	CALL #	PROPERTY ADDRESS NUMBER	ADDRESS	DESCRIPTION OF CALL	CITY RESPONDING PARTY	TIME OF RESPONSE	ACTION/FINDINGS	OWNER OCCUPIED	CITATION ISSUED* <small>(see below)</small>
5/2/2017	22:14	10:14 PM	3187	2300	W Cantina Way	Generator noise from film production	Permitted Film Shoot -Not a Vacation Rental Matter	N/A	N/A	N/A	
5/2/2017	22:31	10:31 PM	3188	2300	W Cantina Way	Noise from video production	Permitted Film Shoot-Not a Vacation Rental Matter	N/A	N/A	N/A	
5/2/2017	23:14	11:14 PM	3189	2300	W Cantina Way	See above	Permitted Film Shoot-Not a Vacation Rental Matter	N/A	N/A	N/A	
5/4/2017	22:07	10:07 PM	3190	2190	N Roberto	Loud noise and music	USS	23:02	Issued a citation A1251 to guest for outdoor music	NO	Citation Issued to Guest-outdoor music
5/5/2017	14:26	2:26 PM	3191	679	Palo Verde	Loud screaming and too many cars	CODE	16:05	4 cars at home which is within limit; heard no music or noise; made contact with guest and advised of complaint; agreed to keep the noise down	NO	
5/5/2017	16:00	4:00 PM	3192	679	Palo Verde	Screaming and yelling	CODE	16:40	Could not hear any noise or music	NO	
5/5/2017	21:27	9:27 PM	3193	2391	E Sonora	Loud amplified music	USS	22:00	Issued citation A7400 to guest for excessive noise/outdoor music	NO	Citation issued to Guest-excessive noise, music
5/5/2017	23:20	11:20 PM	3194	2391	E Sonora	Music and loud voices	USS	23:42	Issued a citation A7402 to guest for excessive noise	NO	Citation Issued to Guest-excessive noise
5/5/2017	23:20	11:20 PM	3195	2390	E Santa Ynez	Loud music and loud people (caller said guests turned off music and lights during this call)	N/A	N/A	N/A	N/A	
5/5/2017	23:42	11:42 PM	3196	797	High Rd	Loud music, thumping bass (tried to contact guests but they couldn't hear knocking)	N/A	N/A	Not a vacation rental	N/A	
5/6/2017	14:30	2:30 PM	3197	955	Parocela	Yelling and screaming; all day some music	POLICE	N/A	Not a valid address	N/A	
5/6/2017	16:26	4:26 PM	3198	1821	E Amado	Loud outdoor music	CODE	16:55	Heard music on arrival and screaming; could not get attention of guests; contacted PSPD to assist. Code issued citation A7200 to guest for music	NO	Citation issued to Guest - music
5/6/2017	19:57	7:57 PM	3199	2050	S Divot	Excessive cars and people	USS	see below	see below	YES	
5/6/2017	20:05	8:05 PM	3200	2050	S Divot	Loud music, excessive amount of cars	USS	20:34	Made contact and determined Owner Occupied	YES	
5/6/2017	20:11	8:11 PM	3201	790	S Palo Verde	Loud amplified music	USS	see below	see below	NO	Citation Issued to Guest - excessive noise
5/6/2017	20:43	8:43 PM	3202	790	S Palo Verde	Amplified music	USS	21:14	Noise above level; issued citation A7402 for excessive noise, and informed of rules	NO	Citation Issued to Guest - excessive noise
5/6/2017	21:18	9:18 PM	3203	575	N Lujo	Has DJ that can be heard 2 blocks away	USS	21:25	Owner is there holding a reception	YES	
5/6/2017	22:01	10:01 PM	3204	810	Farrell	Amplified music	N/A	N/A	Not a vacation rental	N/A	
5/6/2017	22:24	10:24 PM	3205	Unknown	Unknown	Unknown-said will call the police	N/A	N/A	N/A	N/A	
5/6/2017	22:55	10:55 PM	3206	810	N Farrell	Unknown-said will call the police	N/A	N/A	N/A	N/A	
5/7/2017	14:24	2:24 PM	3207	1478	W Merito	Outside music	POLICE	N/A	Not a valid address	N/A	
5/7/2017	15:20	3:20 PM	3208	1025	Apache	Party with loud outdoor music	USS	15:41	No music, low talking on arrival; decibel 41.3	NO	
5/7/2017	16:39	4:39 PM	3209	1131	Rose	Outside amplified music	USS	16:43	Decibel reading at 39.8; gave guest warning and advised of noise laws	NO	
5/7/2017	21:38	9:38 PM	3210	478	W Merito	Very loud music	USS	21:45	No noise, couldn't make contact; appeared no one home	NO	
5/7/2017	17:45	9:45 PM	3211	Unknown	Unknown	Sounds like a rock concert going on	N/A	N/A	N/A	N/A	
5/7/2017	17:57	9:57 PM	3212	Unknown	Unknown	Fireworks in an open field	N/A	N/A	N/A	N/A	
5/7/2017	23:28	11:28 PM	3213	920	N Cerritos	Loud music and loud talking	USS	23:55	Low decibel 34.4 at arrival, and no one answered door; quiet	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.

Citation issued column - "Citation Pending" means a violation occurred, a citation will be issued, but may not have been issued at the time of report.