

**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* <sup>(see below)</sup>
5/8/2017	0:25	12:25 AM	3213	920	E Cerritos Dr	Loud music and loud talking	USS	23:55	Upon arrival decibel level at 34.4 and no answer on the door.	NO	
5/8/2017	0:25	12:25 AM	3214	299	E Ocotillo	Loud party, pot smoking	USS	1:11	When arrived, the decibel level 38. Told the guests about the complaint, ask them to be considerate and they took it inside. When leaving level was at 32 decibels	NO	
5/8/2017	0:49	12:49 AM	3215	299	Ocotillo	No in addition to the noise, they are doing cannon balls into the pool	USS	1:11	For resolution see call # 3213	NO	
5/10/2017	23:41	11:41 PM	3216	64725	Acanto Dr	Outside partying, music, and voices decibel level over 50.	USS	0:20	Officer reported that he could not get into the gate of the property. In addition did not hear any noise. The address is listed in County of Riverside short term vacation rental, and not Palm Springs	NO	
5/10/2017	2:58	2:58 AM	3217	64725	Acanto Dr	Can still hear music, called will buzz you in. Called back at 3:03 lights are out and no music.	POLICE	3:03	Inside of the community, caller called to cancel music and lights are off	NO	
5/11/2017	23:49	11:49 PM	3218	2055	Tulare	Loud party, no music, loud whooping and hollering	USS	0:13	Upon arrival did not find any noise from the home. Guests were asleep	NO	
5/12/2017	10:53	10:53 AM	3219	1335	S San Jouaquin Dr.	Amplified music and party by the pool	CODE	1:13	No noise at the front door area. Made contact with the guests. Heard laughing once door was open. Guest advised that she thought low music was OK. Advised her that it may not be heard at the property line. She said she would turn it off and will comply.	NO	
5/12/2017	12:02	12:02 PM	3220	1335	S San Joaquin Dr.	Amplified music	CODE	12:30	Arrived the neighboring property. Entered their yard and did not find music or noise. Spoke with the complaining party. Spoke with the managing agent as well and informed them of the complaint and if music is heard next time that it will be a citation.	NO	
5/12/2017	21:39	9:39 PM	3221	589	Sycamore Cir	Loud Music	USS	22:10	Owner occupied through the weekend	YES	
5/12/2017	22:25	10:25 PM	3222	2065	Tulare	Barking dog for an hour	POLICE	22:38	Spoke with the owner, who identified himself as the owner. Denied dog barking, became irate when advised of the issue. No other actions taken.	NO	
5/12/2017	22:27	10:27 PM	3223	589	Sycamore Cir	Very loud party	POLICE	22:57	Spoke with owner Brett, was advised on the loud party complaint. Stated he would keep it down, no music only talking at this time	NO	

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5/13/2017	13:23	1:23 PM	3224	10	Warm Sands	Party going on, music, yelling and screaming	CODE	13:45	Arrived property gated, no access, no music or noise. Made contact with the guests and advised of the complaint advised there is no music to be played outside.	NO	
5/13/2017	14:38	2:38 PM	3225	10	Warm Sands	Loud screaming, sounds like a frat party	CODE	13:45	See call #3224 for resolution	NO	
5/13/2017	19:44	7:44 PM	3226	2400	S Caliente	Six cars parked out front, says exceeds limit for bedrooms	USS	20:44	Upon arrival found 2 cars parked, 2 cars were leaving. Went over the rules with the guests.	NO	
5/13/2017	21:44	9:44 PM	3227	10	Warm Sands	Sounds like 10 guys shouting and the pool and music	USS	22:09	Decibel level at 39.6 upon arrival. Heard no music, advised the guests to quiet down.	NO	
5/13/2017	22:45	10:45 PM	3228	10	Warm Sands	Nothing has changed	USS	N/A	See above resolution	NO	
5/13/2017	22:47	10:47 PM	3229	646	S Bedford	Noise, singing, hooting, loud talking	USS	23:31	See call #3230 for resolution	NO	
5/13/2017	22:52	10:52 PM	3230	646	S Bedford	When is someone coming out?	USS	23:31	Arrived at location, issued citation. Noise level at 45.7	NO	Citation Issued to Guest - excessive noise

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 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.