

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>
5/15/2017	16:15	4:15 PM	76	2415	E Finley Rd	I am calling to submit paperwork to rent property, and find out how to pay.	VRCD	17:00	VRCD handing application, caller advised to use the hotline to report a nuisance and to contact City Hall for applications.	N/A	
5/15/2017	16:27	4:27 PM	77	5	Karlisa Cove	I would like to ask about getting the permit for this property to have an Air BNB on property.	VRCD	17:34	VRCD handing application, caller advised to use the hotline to report a nuisance and to contact City Hall for applications.	N/A	
5/16/2017	7:24	7:24 AM	78	N/A	N/A	Caller hung up.	N/A	N/A	N/A	N/A	
5/16/2017	9:03	9:03 AM	79	N/A	N/A	Caller hung up.	N/A	N/A	N/A	N/A	
5/16/2017	9:59	9:59 AM	80	N/A	N/A	Caller is author of earth quake safety book in Palm Springs and wanted to know if you have requirements for preparedness.	N/A	N/A	N/A	N/A	
5/16/2017	10:12	10:12 AM	81	N/A	N/A	Caller hung up.	N/A	N/A	N/A	N/A	
5/16/2017	10:17	10:17 AM	82	N/A	N/A	Caller hung up.	N/A	N/A	N/A	N/A	
5/16/2017	11:07	11:07 AM	83	N/A	N/A	Caller is author of earth quake safety book in Palm Springs and wanted to know if you have requirements for preparedness.	N/A	N/A	N/A	N/A	
5/16/2017	11:09	11:09 AM	84	N/A	N/A	Caller hung up.	N/A	N/A	N/A	N/A	
5/16/2017	11:17	11:17 AM	85	N/A	N/A	VRCD test call.	N/A	N/A	N/A	N/A	
5/16/2017	11:18	11:18 AM	86	N/A	N/A	VRCD test call.	N/A	N/A	N/A	N/A	
5/16/2017	12:12	12:12 PM	87	1133	E Via Escuela	There is a rental next door that is never vacant. They are renting 24/7 to different guests. Pls call to discuss codes.	VRCD	16:34	Conacted the caller, advised the property is a registered vacation rental and will look into the complaint.	N/A	
5/15/2017	12:33	12:33 PM	88	N/A	N/A	Caller hung up.	N/A	N/A	N/A	N/A	
5/16/2017	12:39	12:39 PM	89	61750	Petuna	Caller reported address as possible vacation rental.	VRCD	N/A	VRCD investigated and contacted caller; address not in PS program (property in Joshua Tree).	N/A	
5/17/2017	12:43	12:43 PM	90	N/A	N/A	Caller hung up.	N/A	N/A	N/A	N/A	
5/16/2017	13:35	1:35 PM	91	5285	E Waverly Drive #109	My client was buying that location as a vacation rental.	VRCD	17:45	Spoke with caller, and advised on the vacation rental ordinance.	N/A	
5/17/2017	11:59	11:59 AM	92	513	N Sunset	(2nd house from corner on West side.) They play loud music all the time.	CODE	N/A	Not a registred vacation rental. VRCD to investigate.	N/A	
5/17/2017	11:59	11:59 AM	93	513	N Sunset	Duplicate call, see above.	CODE	N/A	Not a registred vacation rental. VRCD to investigate.	N/A	
5/17/2017	0:00	12:00 AM	94	N/A	N/A	Test call.	N/A	N/A	TEST CALL	N/A	
5/18/2017	16:34	4:34 PM	95	815	N Calle Quetzal	Please park at MY house and go to MY yard so you can hear how loud their music is with out notifying them. Please call.	USS	17:59	Upon arrival heard music at the property line. Issued Citation to the tenant. A7404.	NO	Citation Issued to Guest outdoor music
5/18/2017	17:49	5:49 PM	96	815	N Calle Quetzal	Duplicate call number, see above.	N/A	N/A	N/A	N/A	
5/18/2017	18:05	6:05 PM	97	165	E Mesquite Ave	The people staying at this home are playing their music very loud. I asked them to stop, but they are still being loud.	USS	18:32	There is no music or noise going on at this location.	NO	

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5/18/2017	21:09	9:09 PM	P3650	1221	S Camino	Loud music from location.	USS/POLICE	21:40	Heard loud laughing and talking on arrival, 74.3 decibels; difficult guest. Citation issued to guest. A7405.	NO	Citation issued - excessive noise
5/18/2017	N/A	N/A	98	N/A	N/A	Caller hung up.	N/A	N/A	N/A	N/A	
5/19/2017	17:58	5:58 PM	99	554	La Mirada Rd	Complaint that the address is being noisy. No call back is needed but please feel free to call if you have any questions.	CODE	18:03	Casey checked in- Security went and advised them of noise laws for vacation rentals, handled.	NO	
5/19/2017	19:41	7:41 PM	100	10	Warm Sands Place	I hear loud noises, music and people screaming very loud. Please call to get gate code.	USS	21:10	Meter reading was at 42.5 allowance is 45. Gave verbal warning and states laws.	NO	
5/19/2017	21:12	9:12 PM	3233	2305	E Bellamy Road	Loud middle eastern music.	USS	21:19 pm	Upon arrival noise limit was 39.7. Mae contact with the renter and gave verbal warning.	NO	
5/19/2017	21:15	9:15 PM	101	2305	E Bellamy Rd	They are playing music very loudly. This happens all of the time and I have had to put my house up for sale.	USS	21:57	Gave verbal warning, arrived at location and heard no music. Stated rental law.	NO	
5/19/2017	21:47	9:47 PM	3234	2240	Araby Dr	A lot of commotion.	N/A	N/A	Not a vacation rental. VRCD will investigate address.	N/A	
5/19/2017	21:50	9:50 PM	102	N/A	N/A	Female caller, declined to give any info, hung up.	N/A	N/A	N/A	N/A	
5/19/2017	22:05	10:05 PM	3235	2240	S Araby Drive	Caller advised the new hotline was not able to help her.	N/A	N/A	Not a vacation rental. VRCD will investigate address.	N/A	
5/19/2017	22:07	10:07 PM	103	2255	S Araby Drive	They're being noisy and my kids are trying to sleep. I want this taken care of now.	USS	23:03	They were at 42.1 and were written a citation #A7406	NO	Citation Issued to Guest outdoor music
5/19/2017	22:44	10:44 PM	104	920	N Cerritos Drive	They are being loud and screaming. *per caller, not angry screaming-sounds like they are excited*.	USS	23:21	meter reading 35.7, met w/ renter, advised to keep noise down, reviewed rules & reg	NO	
5/19/2017	23:21	11:21 PM	105	495	Burton Way	There's music at all hours and they're all outside whooping and screaming.	USS	0:02	meter reading 38.3, met w/ renter and reviewed rules & Reg	NO	
5/19/2017	23:57	11:57 PM	106	1025	Tamarisk Road	They are being very loud and are in the backyard. This has been going on for days. Please assist. They are there now.	USS	0:43	meter reading 45.9, issued ticket# A7407, advised her of rules and reg	NO	Citation Issued to Guest outdoor music
5/20/2017	12:02	12:02 AM	3236	1025	Tamarisk Road	People being loud.	USS	1:03	see call 106 for resolution	NO	
5/20/2017	0:24	12:24 AM	107	2190	N Roberto Drive	There is excess noise. It has been going on all day but now it is getting late. This a has been a reoccurring issue.	USS	1:03	meter reading 37.2, met w/ renter, reviewed rules and reg's gave warning.	NO	
5/20/2017	0:54	12:54 AM	108	811	E Chia Road	This is a reoccurring issue. There are people screaming and loud music playing.	USS	1:15	Music at 48.4, allowed 40. Was playing outside music and refused ID.	NO	Citation Issued to Guest outdoor music
N/A	N/A	N/A	109	N/A	N/A	Call center error, call number is void.	N/A	N/A	N/A	N/A	
5/20/2017	11:04	11:04 AM	110	N/A	N/A	Caller declined to leave a message.	N/A	N/A	N/A	N/A	
5/20/2017	11:21	11:21 AM	111	1260	E San Jacinto	There is screaming and yelling from the pool area. It has been going on since 8am.	CODE	13:25	The property manager came out and spoke with the tenants. Noise was not too loud.	NO	
5/20/2017	11:25	11:25 AM	112	1932	S Navajo Drive	I am calling to advise that there is outside music going on right now.	CODE	12:45	Received noise complaint on 1932 S Navajo, upon arrival found music, and issued a citation.	NO	Citation Issued to Guest outdoor music
5/20/2017	12:19	12:19 PM	113	1180	Linda Vista Road	They are playing loud outdoor music in the back yard.	CODE	13:15	Was not able to make contact with the guests, did witness the music , citation is warranted.	NO	

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5/20/2017	14:48	2:48 PM	114	820	Nueva Vista Drive	There is a huge party going on next door. I need someone ASAP. They're not registered for this. Please assist.	CODE	16:22	There was no party going on. The were just bbqing and I will follow up with Boris and Suzanne.	NO	
5/20/2017	17:06	5:06 PM	115	495	Burton Way	There is loud music and noise on-going all day. In the last hour, it has escalated as they are intoxicated.	USS	17:52	When I arrived noise meter was 45.0. From 7 am to 6 am, they can go to 50.0, gave verbal warning.	NO	
5/20/2017	17:57	5:57 PM	116	555	E Mesquite Ave	There are 6 cars parked out in front of this property and they are playing loud music and shouting.	USS	19:01	The noise level was only 39.7 which acceptable. And they have equal cars to bedrooms. Spoke with the guests and informed them of the complaint and gave them a verbal warning.	NO	
5/20/2017	18:10	6:10 PM	117	495	Burton Way	A bunch of girls have been screaming and playing loud music.	USS	18:18	I gave them a verbal warning and advised them of the regulation. They were at a 45.0 decibels.	NO	
5/20/2017	20:58	8:58 PM	118	3108	E Via Escuela	There is amplified music and very noisy yelling there.	USS	21:27	No one is home. The noise level is at 34.4. We couldn't make contact because the gate is locked, and appeared no one is home.	NO	
5/20/2017	21:03	9:03 PM	119	581	E Laurel	There is loud music and they are partying.	N/A	N/A	Not a vacation rental. VRCD will investigate address.	N/A	
5/20/2017	21:43	9:43 PM	120	3108	E Via Escuela	There is amplified music coming from this home. The call came from police.	USS	21:45	He knocked at the door several times and the door was not answered.	N/A	
5/20/2017	1:57	1:57 AM	121	1965	McManus Dr	Music and screaming, laughing.	USS	2:28	Noise level at allowed 40 decibels. Gave verbal warning to quiet down, they were compliant.	NO	
5/20/2017	1:18	1:18 AM	121A	1011	E Christina Way	Extremely loud music. Happens every night around 11p.	USS	1:50	Noise level at 38.2 (below legal limit.) Notified renter of rules and regulations.	NO	
5/21/2017	1:18	1:18 AM	3238	1011	E Christina Way	Loud rap music outside, this is 4th night in a row	USS	1:50	See call above for resolution.	NO	
5/21/2017	8:57	8:57 AM	122	465	Juanita Drive	There is a party with loud music and the music outside.	POLICE	8:57	No sound of music/no unusual noises upon arrival.	NO	
5/21/2017	12:37	12:37 PM	123	1131	N Rose Ave	There are kids screaming at the location. They have been screaming all day long. We cannot even sit outside.	USS	13:46	Checked property and no noise when he arrived; spoke with renter and children no longer in pool. Advised of the complaint, meter reading was at 39.6. dB.	NO	
5/21/2017	14:44	2:44 PM	124	465	Juanita Drive	There is still a very loud party going on, they have very loud music.	USS	15:39	The music wasn't loud enough to give off a meter reading. It could be faintly heard. Spoke with the guests advised to turn it off.	NO	
5/21/2017	N/A	N/A	125	N/A	N/A	Caller hung up.	N/A	N/A	N/A	N/A	
5/21/2017	N/A	N/A	126	N/A	N/A	Caller hung up.	N/A	N/A	N/A	N/A	
5/21/2017	20:56	8:56 PM	127	N/A	N/A	US Security test call.	USS	N/A	N/A	N/A	

1	The new call center call records begin with the call record #76. Call records prior to #76 were system test calls, and therefore are not included in the report. The previous call center is still in effect until May 30, 2017, so these calls are included beginning with #3233.
2	Please note the column Owner Occupied. This situation has been a source of confusion in the past. To clarify, when a home the PSPD is responsible for Owner Occupied matters.
3	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.