



# City of Palm Springs

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Department of Vacation Rental Compliance

## VACATION RENTAL HOTLINE CALL LOG DATA ANALYSIS

FROM AUGUST 1, 2017 TO DECEMBER 31, 2017

### SUMMARY PAGE

<b>1.</b>	<b>Vacation Rental Hotline Calls – Total of 949 Calls Received</b>	
<b>a.</b>	<b>Of the 949 calls received, total # of calls requiring Code Officer response to a Registered Vacation Rental</b>	<b>307 Calls</b>
<b>b.</b>	# of calls where Vacation Rental is managed by Owner	132 Calls
<b>c.</b>	# of calls where Vacation Rental is managed by Agency	175 Calls
<b>d.</b>	# of calls VRCD to Investigate*	164 Calls
<b>e.</b>	<b>Of the 307 calls received, total # of Vacation Rental Properties receiving 1 or more calls</b>	<b>188 Properties</b>
	See Appendix A for more detail, not part of the above 307 calls total*	
<b>2.</b>	<b>Citations Information</b>	
<b>a.</b>	<b>Total # of citations issued by the City responding to 307 Hotline calls (20.2%)</b>	<b>62 Citations</b>
<b>b.</b>	Citations for Music	42 Citations
<b>c.</b>	Citations for Parking	12 Citations
<b>d.</b>	Citations for Trash	8 Citations
<b>e.</b>	<b>Of the 62 citations issued, the Vacation Rental was managed by Owner</b>	<b>26 Citations</b>
<b>f.</b>	<b>Of the 62 citations issued, the Vacation Rental was managed by Agency</b>	<b>36 Citations</b>
<b>3.</b>	<b>Registered Vacation Rental Properties as of December 31, 2017 - Total of 1986</b>	
<b>a.</b>	Of the 1986, total # of Vacation Rentals with 1 citation issued	205 Properties
<b>b.</b>	Of the 1986, total # of Vacation Rentals with 2 citations issued	43 Properties
<b>c.</b>	# of Registered Vacation Rentals Suspended (2 years)	8 Properties
<b>d.</b>	<b>Of the 1986, total # of Vacation Rentals with no citations or suspensions issued</b>	<b>1730 Properties</b>

# VACATION RENTAL HOTLINE CALL LOG DATA ANALYSIS

FROM AUGUST 1, 2017 TO DECEMBER 31, 2017

## I. BACKGROUND

This analysis is intended to focus on call log data from August 1, 2017 to December 31, 2017 under the new **Ordinance No.1918** with the effective date on April 16, 2017.

From **August 1, 2017 to December 31, 2017**, a total of **949** calls were received by the Vacation Rental Hotline. Out of **949** calls received **307** were **qualified calls**, **478** were **non-qualified calls**, and **164 VRCD to Investigate calls** (see Appendix A, page 4). During the same time period last year **August 1, 2016 to December 31, 2016**, a total of **526 qualified calls** were received by the Vacation Rental Hotline.

When comparing **August to December 2016** and **August to December 2017** the **number of qualified** calls for registered Vacation Rentals has decrease by **thirty-nine (39%) percent**.

It is important to note, a new Vacation Rental Hotline Call Center was put in place May 15, 2017 by the VRCD, 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 the VRCD to respond at the 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 and system test calls.

## II. ADMINISTRATIVE CITATIONS

Out of the 307 qualified calls received between August 1, 2017 to December 31, 2017 that the VRCD responded to and investigated at the property, a **total of 62 (20.2%) Administrative Citations** were issued based on violations found.

Not all calls to the Vacation Rental Hotline result in a citation. If a violation is witnessed by the VRCD responder, an Administrative Citation is issued.

(Continued on the next page)

### III. CALL CATEGORIES

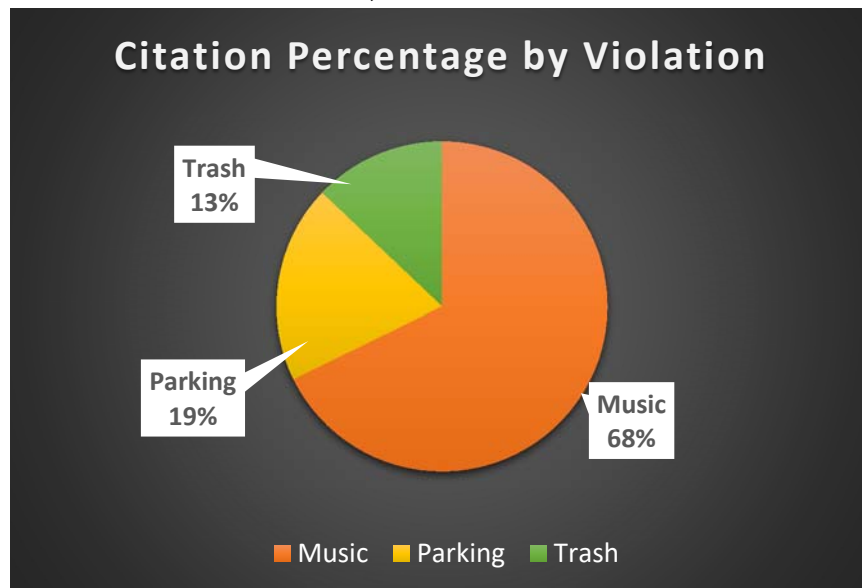
Below is a snapshot of activity related to Owner managed and Agency managed properties between August 1, 2017 to December 31, 2017.

MANAGEMENT OF THE VACATION RENTAL	Out of the 307 Qualified Calls		Out of 62 Citations Issued	% of Calls resulting in an Admin. Citation
Agency	175	57%	36	20.6%
Owner	132	43%	26	19.7%



### IV. ADMINISTRATIVE CITATION TYPES

Below is a snapshot of types of citations issued between August 1, 2017 and December 31, 2017 for all 62 citations issued.



## APPENDIX A

### "VRCD TO INVESTIGATE" – SUPPLEMENTAL REPORT

Of the **949 total calls** received into the Vacation Rental Hotline from **August 1, 2017 to December 31, 2017**, **164** of those calls were identified at the time of the call as "**VRCD to Investigate**" calls. Such calls may relate to possible unregistered Vacation Rentals, primary residences, etc. The results of those calls are below.

Count	# of calls**	%
Confirmed not VR/HR Case Closed	67	41%
Confirmed Registered VR	16	10%
Cited for Operating w/o Reg. Certificate	40*	24%
VRCD still investigating	41	25%
Total	164	100%

Notes: \*Fourteen (14) Operating w/o Registration Certificate citations were issued as a results of the 40 calls. \*\*In some cases multiple calls were made on the same property.

