



City of Palm Springs

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Department of Vacation Rental Compliance

VACATION RENTAL/HOMESHARE HOTLINE CALL LOG DATA ANALYSIS

FROM JANUARY 1, 2018 TO MARCH 31, 2018 (Q1 2018)

SUMMARY PAGE

1.	Vacation Rental Hotline Calls – Total of 356 Calls Received		
a.	Of the 356 calls received, total # of calls requiring Code Officer response to a Registered Vacation Rentals/Homeshares (Qualified Calls)	139	Calls
b.	# of calls where VR/HS is managed by Owner	61	Calls
c.	# of calls where Vacation Rental is managed by Agency	78	Calls
d.	# of calls VRCD to Investigate*	19	Calls
e.	Of the 139 calls received, total # of Vacation Rental Properties receiving 1 or more calls	99	Properties
	See Appendix A for more detail, not part of the above 139 calls total*		
2.	Citations Information		
a.	Total # of citations issued by the City responding to 139 Hotline calls (23.7%)	33	Citations
b.	Citations for Music	22	Citations
c.	Citations for Parking	7	Citations
d.	Citations for Trash	3	Citations
e.	Landscape Construction on Weekend	1	Citations
e.	Of the 33 citations issued, the Vacation Rental was managed by Owner	21	Citations
f.	Of the 33 citations issued, the Vacation Rental was managed by Agency	12	Citations
3.	Registered Vacation Rental/Homeshare Properties as of March 31, 2018 - Total of 1895 (100%)		
a.	Of the 1895, total # of Vacation Rentals with 1 citation issued	178 (9.4%)	Properties
b.	Of the 1895, total # of Vacation Rentals with 2 citations issued	29 (1.5%)	Properties
c.	# of Registered Vacation Rentals Suspended (2 years)	9 (0.5%)	Properties
d.	Of the 1895, total # of Vacation Rental/Homeshare with no citations or suspensions issued	1679 (88.6%)	Properties
4.	Unregistered Vacation Rental/Homeshare properties cited in this period (Q1-2018)	53	Citations

VACATION RENTAL HOTLINE CALL LOG DATA ANALYSIS

FROM JANUARY 1, 2018 TO MARCH 31, 2018

I. BACKGROUND

This analysis is intended to focus on call log data from January 1, 2018 to March 31, 2018 under the new **Ordinance No.1918** with the effective date on April 16, 2017.

From **January 1, 2018 to March 31, 2018**, a total of **356** calls were received by the Vacation Rental Hotline. Out of **356 calls received 139 were qualified calls, 217 were non-qualified calls, and 26 were VRCD to Investigate calls (see Appendix A, page 4)**. During the same time period last year **January 1, 2017 to March 31, 2017**, a total of **213 qualified calls** were received by the Vacation Rental Hotline.

When comparing the **January to March 2017** and **January to March 2018 the number of qualified calls** for registered Vacation Rentals has decreased by **thirty-five (35%) 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 registered 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, system calls and calls regarding unregistered properties.

II. ADMINISTRATIVE CITATIONS

Out of the 139 qualified calls received between January 1, 2018 to March 31, 2018 that the VRCD responded to and investigated at the property, a **total of 33 (23.7%) 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.

III. CALL CATEGORIES

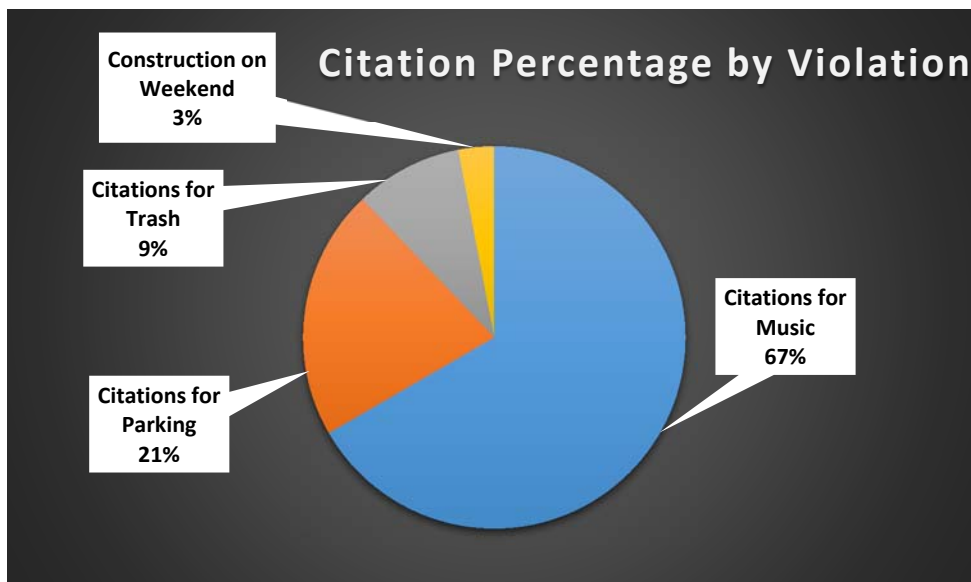
Below is a snapshot of activity related to Owner managed and Agency managed properties between January 1, 2018 to March 31, 2018.

MANAGEMENT OF THE VACATION RENTAL/HOMESHARE	Out of the 139 Qualified Calls		Out of 33 Citations Issued	% of Calls resulting in an Admin. Citation
Agency	61	44%	12	19.7%
Owner	78	56%	21	26.9%



IV. ADMINISTRATIVE CITATION TYPES

Below is a snapshot of types of citations issued January 1, 2018 to March 31, 2018 for all 33 citations issued.



APPENDIX A

“VRCD TO INVESTIGATE” – SUPPLEMENTAL REPORT

Of the **356 total calls** received into the Vacation Rental Hotline from January 1, 2018 to March 31, 2018, **26** of those calls were identified at the time of the response as “**VRCD to Investigate**” calls. Such calls may relate to possible unregistered Vacation Rentals or Homeshare be primary residences, etc. The results of those calls are below.

Investigative Results	# of calls	%
Confirmed not VR/HS Closed	4	15%
Cited for Operating without Registration	10	38%
VRCD still investigating	12	46%
TOTAL	26	100%

Notes: Ten (10) Operating w/o Registration Certificate citations were issued as a results of the calls. In some cases multiple calls were made on the same property.

