



STAFF REPORT
8/26/2026

TO: Honorable Mayor and City Council Members

FROM: Kendra Reif, Community Development Director

PREPARED BY: Kendra Reif, Community Development Director
Captain Andres Martinez, Riverside County Sheriff

SUBJECT: Citywide Short-Term Vacation Rental Calls for Service Report

STAFF RECOMMENDATION:

Staff recommends that the City Council receive and file the Citywide Short-Term Vacation Rental (STVR) annual calls for service report.

EXECUTIVE SUMMARY:

The attached reports summarize (a) the location of all registered short-term vacation rentals (STVRs) in the City of Coachella, (b) the volume of law-enforcement calls for service generated at STVR addresses over the past 12 months, (c) the reasons those calls were placed, and (d) how those calls are distributed across the city's neighborhoods. The two reports were compiled with data from August 5, 2025 through August 10, 2026.

Key findings from the annual review of calls for service are as follows:

583 calls for service were dispatched to STR addresses during the 12-month period — 264 at licensed properties and 316 at unlicensed properties. The calls for service specifically related to STVR operations represented 3.2% of the 18,169 calls handled city-wide in the same period.

Loud music, party and noise complaints are the single largest driver: 228 calls (39% of all STR calls), including 215 coded specifically as noise disturbances.

Calls are highly concentrated. 125 of 276 licensed properties (45%) generated at least one call; 29 licensed properties generated three or more. The single highest was 84131 Palermo Ct with 13 calls.

Three reporting districts — 81A5 (Calle Larriva / Chavez / Rodriguez), 80C4 (Camino Bahia / Chichen Itza / Camino Maya) and 82D2 (Palermo Ct / Siena Ln / Torino Pl) account for 216 calls, 37% of all STR calls.

Unlicensed properties generated more calls in total than licensed ones (319 vs 264) and a markedly different mix, with proportionally more domestic violence, restraining-order and property-crime calls.

Method and Limitations:

Calls were linked to STVR properties by matching the CAD address (house number and street) to the address on the City's STVR list. Matching is exact on house number and street name; calls recorded only at an intersection or with a non-standard location cannot be linked and are excluded.

A call at an STVR address does not establish that the short-term rental activity caused the call, or that the guest rather than the owner or a neighbor was involved. Owner-occupied properties are included in the STVR list.

Calls per neighborhood use Sheriff's reporting districts, not City-designated neighborhood boundaries.

RECOMMENDED ALTERNATIVE(S):

Staff recommends that the City Council receive and file the Citywide Short-Term Vacation Rental (STVR) annual calls for service report.

ATTACHMENTS:

1. Coachella STVR CFS Summary
2. Coachella STVR