

# City of La Quinta

CITY COUNCIL MEETING: July 20, 2021

## STAFF REPORT

---

**AGENDA TITLE:** DISCUSS SHORT TERM VACATION RENTAL NOISE COMPLIANCE DEVICE PILOT PROGRAM RESULTS AND FINDINGS

---

### **RECOMMENDATION**

Discuss report on noise compliance device pilot program results and findings and provide direction to staff.

### **EXECUTIVE SUMMARY**

- At the January 27, 2021 meeting, Council directed staff to conduct a noise monitoring device pilot program, which commenced on March 15, 2021 and ended June 15, 2021.
- Staff prepared the pilot program outline (Attachment 1), which looked to see whether noise compliance devices are effective in noise mitigation.
- Minut, NoiseAware, and Party Squasher are all major players in this industry and actively participated in the pilot including providing devices to La Quinta Short Term Vacation Rental (STVR) permit holders at no cost.
- This report includes a survey response from participants as well as an assessment of each company's devices.

**FISCAL IMPACT -** None

### **BACKGROUND/ANALYSIS**

At Council's direction, the STVR Ad Hoc Committee was formed in February of 2020 resulting in a series of recommendations to Council in the Fall of 2020 which included modifications to noise requirements of STVR properties. Before making any modifications, staff recommended the initiation of a noise compliance device pilot program to assess the effectiveness of this technology and report back with the results to Council.

Staff developed the outline enclosed as Attachment 1, which provided expectations to the companies, parameters for participation, and identified areas of assessment for the devices. In February 2021, staff published an interest questionnaire to STVR permit holders listed in the City's STVR registration system. A total of 95 requests to participate were submitted; 25 properties were selected, and 5 were waitlisted. The 25 properties were located across the City and organized by community: PGA West, north of Highway 111, Cove, and central La Quinta. The devices were installed, and the Pilot commenced on March 15, 2021.

Staff conducted weekly check-ins with each vendor to assure devices were in working order and analyze recent data and activity. Staff also scheduled a series of meetings with participants and created a survey with responses to each company's device (Attachment 2). The focus of the Pilot was to assess the device's effectiveness on mitigating noise and occupancy. The report (Attachment 3) contains the assessment of each vendor with additional reports provided by them directly. Some of the key findings include:

- Noise monitoring devices proved effective in assisting a local contact's response to a noise event.
- Of the 358 noise events registered by the noise devices, only 4 complaints were generated with 3 of them confirmed as no violation and 1 addressed by the local contact.
- Occupancy tracking proved to be an effective early detection tool for local contacts in monitoring their property.
- 83% of outdoor noise events were addressed under 30 minutes (with 72% of those addressed within 10 minutes).
- 83% of indoor noise events were addressed under 20 minutes (with 68% of those addressed within 10 minutes).
- All three devices have multiple contact enabled notification system with escalation mechanisms.

Through the pilot program, all three vendors found innovations and enhancements to their product, which improves the effectiveness of the devices. The La Quinta Municipal Code (LQMC) requires a noise monitoring device be always operable for estate homes. Additionally, LQMC allows the City to require a noise monitoring device as a mitigation condition on STVR properties. Should the Council require these of more or all STVRs, staff recommends future LQMC revisions to incorporate knowledge gained from the

pilot to make the devices more effective in STVR compliance matters including:

- Expand the technology type to include occupancy as this industry is constantly innovating.
- Require devices to be professionally installed or provide parameters and approval process for where they are placed on the property.
- Since outdoor noise is most likely to generate complaints, require devices to also be installed outdoor. NoiseAware has an approved outdoor device and Minut will be deploying one in the Fall of 2021.
- Require the notification and escalation mechanism be activated to contact the local contact.
- Encourage integrations with hosting platforms and other providers in this industry.
- Upon request due to a complaint or code action, that the STVR permit holder provide their device data to validate a noise event that triggered a complaint to the hotline.

Should Council decide to move in this direction, an ordinance revision can be brought back for consideration at the September 21, 2021, Council Meeting.

Additionally, Party Squasher has expressed interest in further testing their product on estate properties during the weekends of the 2022 music festivals, which is typically where large parties take place that generate complaints. NoiseAware is interested in partnering with the City on enhancing the current STVR hotline process and response. Minut has an active pilot program taking place in Europe on their own in-person compliance response that they would like to test in La Quinta. Overall, these devices will enhance the STVR program.

Prepared by: Chris Escobedo, Community Resources Director

Approved by: Jon McMillen, City Manager

Attachments:      1. Noise compliance device pilot program outline  
                         2. Participant survey responses on devices  
                         3. Assessment of devices report



# Noise Monitoring Device

Pilot Program

COMMUNITY RESOURCES



# Program Overview

## PURPOSE

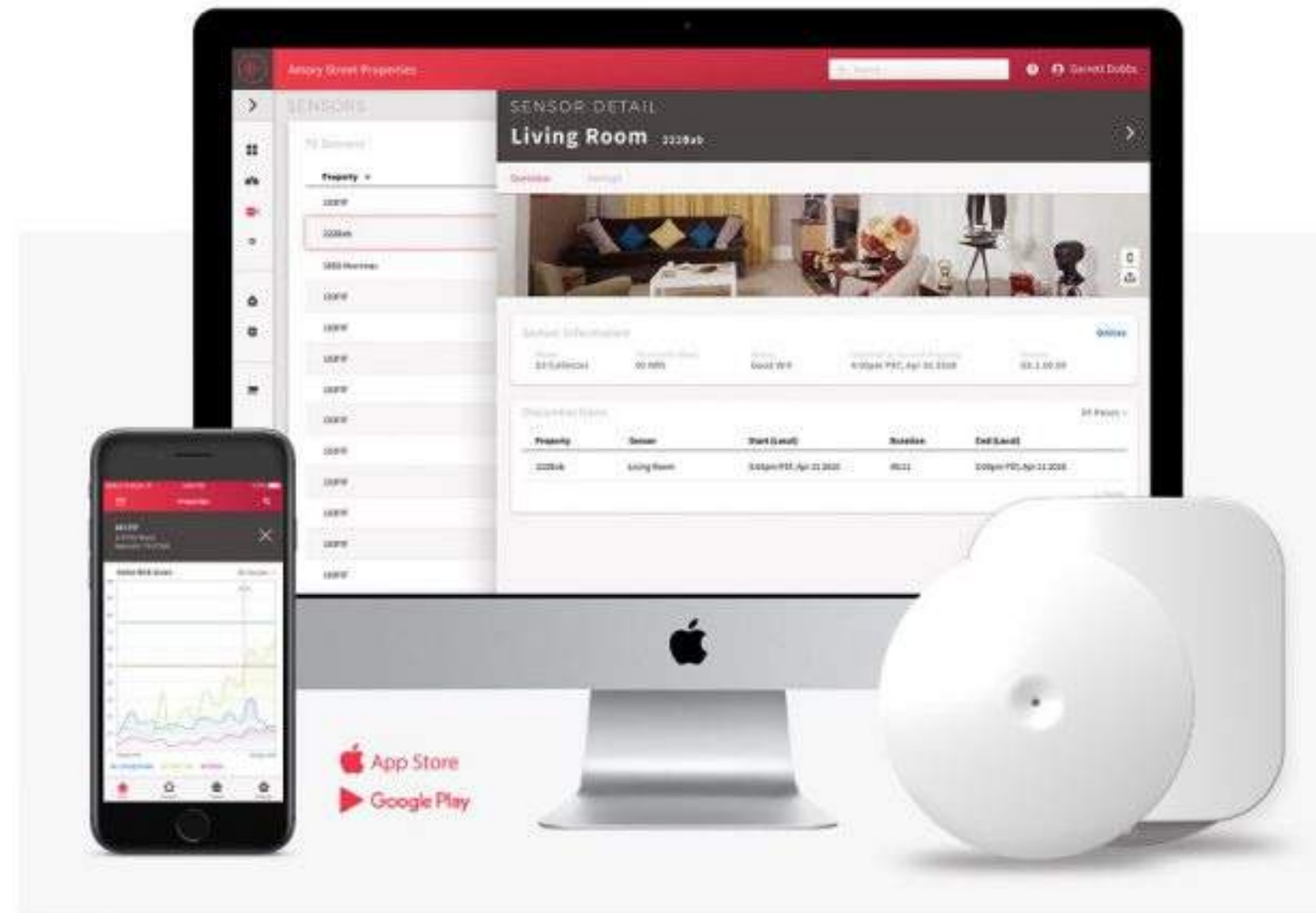
To confirm whether noise compliance devices are effective in noise mitigation.

## WHO'S INVITED TO THE PROGRAM?

Everyone is eligible to apply. City will create an interest list and review applicants.

## CITY WILL CATEGORIZE PROPERTIES BY THE FOLLOWING:

- Size of property
- PGA West
- Cove
- N. of HWY 111
- Homes with Pools
- Houses with several neighbors
- STVR managed by property management company
- Does landlord live on site?
- Does landlord live far from STVR?



# Program Overview

## PROGRAM RULES

- Participant must agree to install device for period of time
- Provide City with information from the device
- Participant keeps device at the end of the Pilot
- Landlord must use device correctly and honestly
- Participants will not get cited unless egregious incident occurs

## NUMBER OF DEVICES TO BE INSTALLED

- 1 room Minut device
- 1 NoiseAware device
- 1 Party Squasher device
- Total of 3 devices and both devices installed in same household

## DEVICE PLACEMENT

- Near a swimming pool
- Near sliding door (indoor or outdoor)
- Near back patio door
- Back patio
- Living room



# Program Overview

## TIMELINE

Secure agreement with noise monitoring device companies in January and take to Council early June.

## SCHEDULE - INITIATES WHEN GOV STAY AT HOME ORDERS END. STEPS LISTED CHRONOLOGICALLY:

- Meet with Noise Aware
- Meet with Room Monitor
- Secure an Agreement
- Select Properties
- Initiate Pilot Program
- 1st Team Check-In
- Pilot Program Month 2
- 2nd Team Check-In
- Pilot Program Month 3
- 3rd and Final Team Check-in
- Data Assessment
- Pilot Program Debrief
- Debrief with Noise ware and Room Monitor
- Staff report
- Present at Council

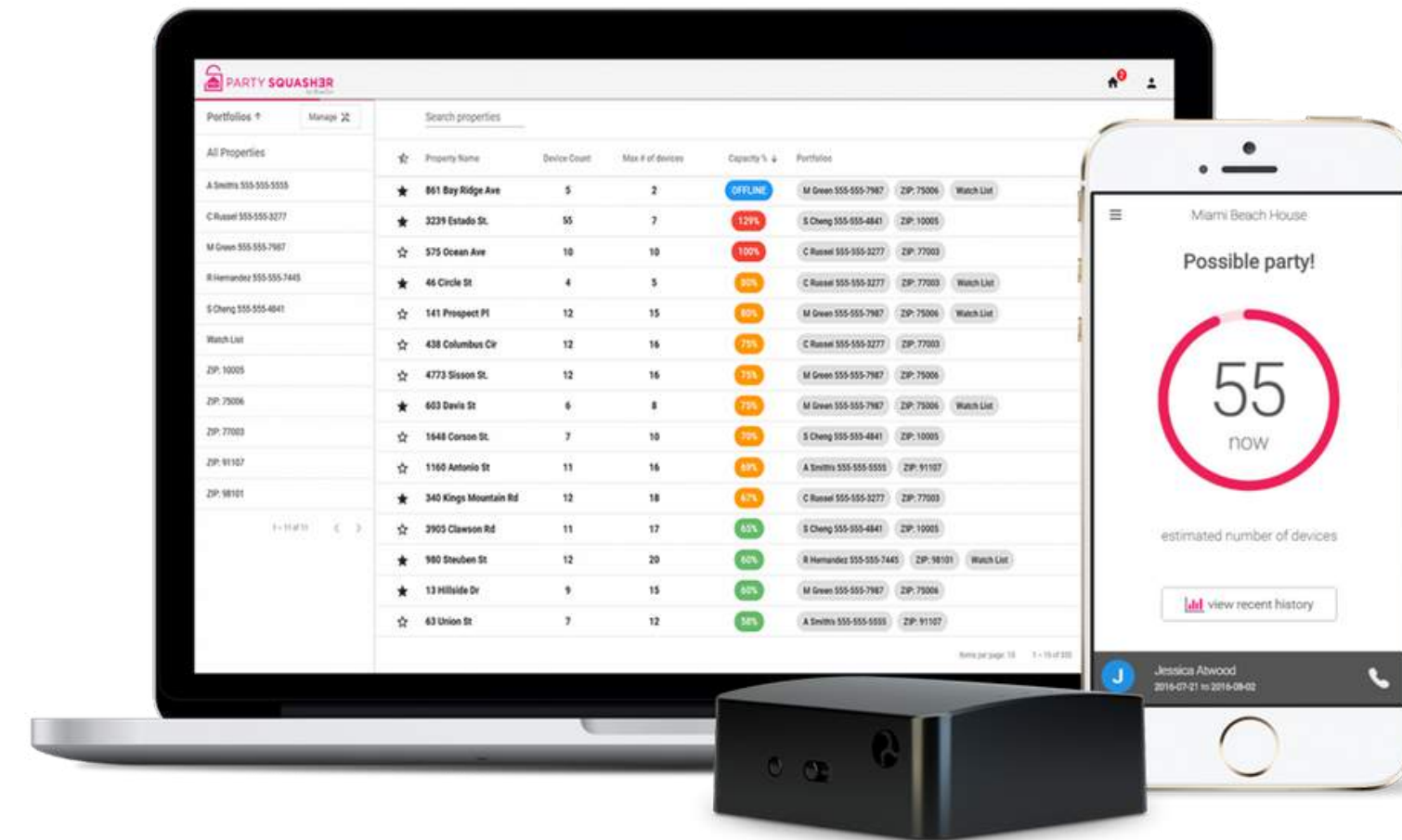




# Program Overview

## QUESTIONS STAFF HOPES TO ANSWER

- How early does system detect issue?
- How long does it take for the Property Owner to respond?
- Which device captures noise/occupancy fastest?
- How does each device count occupancy in real time?
- Does it make a difference?
- Can it resolve issue before neighbor calls hotline?
- Does it keep an issue from escalating?
- If device(s) are effective, will problem properties be mandated to use?



# Milestones

## STVR PILOT PROGRAM

- Secure Agreements - 2/5/2021
- Secure 25 Participants - 2/24/2021
- Install devices - 2/26 - 3/5
- Initiate Pilot Program - 3/15/2021
- Secure Weekly Meetings - 3/18/21
- Pilot Program Month 1 4/15/21
- Assess Staff's Questions at Pilot Halfway Point 4/26 - 4/30
- Discuss Pilot Insights 4/29/21
- Reconfirm All Devices In Working Order 5/7/21
- Pilot Concludes - 6/15/21
- Data Assessment - 6/16 - 6/23
- Pilot Program Staff Debrief - 6/24 - 6/25
- Debrief with Vendors - 6/28 - 6/29
- Staff report - June 2021
- Present at Council - July 2021

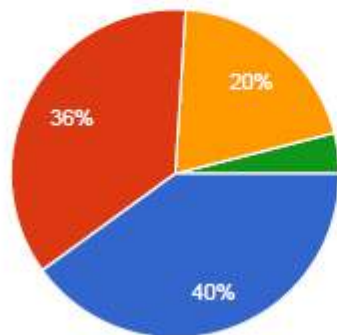


Survey Responses of Pilot Program Participants

Minut

Please rate Minut device's EASE OF USE.

25 responses

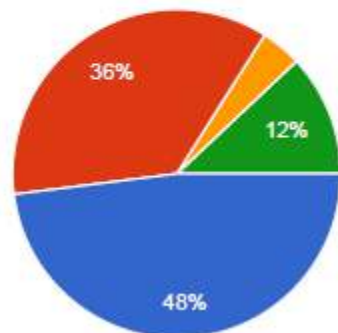


- Very Easy
- Easy
- Indifferent
- Somewhat Difficult
- Very Difficult

NoiseAware

Please rate NoiseAware's EASE OF USE.

25 responses

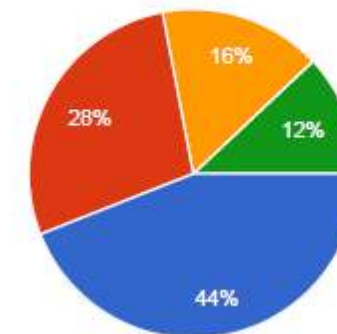


- Very Easy
- Easy
- Indifferent
- Somewhat Difficult
- Very Difficult

Party Squasher

Please rate Party Squasher's EASE OF USE.

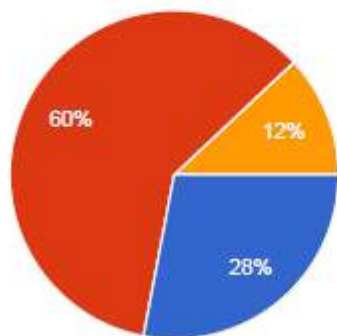
25 responses



- Very Easy
- Easy
- Indifferent
- Somewhat Difficult
- Very Difficult

Please rate Minut device's ALERT ACCURACY.

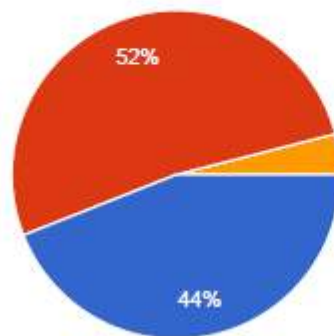
25 responses



- Very Accurate
- Somewhat Accurate
- Unaccurate
- Extremely Unaccurate

Please rate NoiseAware device's ALERT ACCURACY.

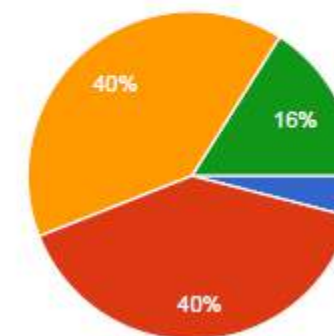
25 responses



- Very accurate
- Somewhat Accurate
- Unaccurate
- Extremely Unaccurate

Please Rate Party Squasher device's ALERT ACCURACY.

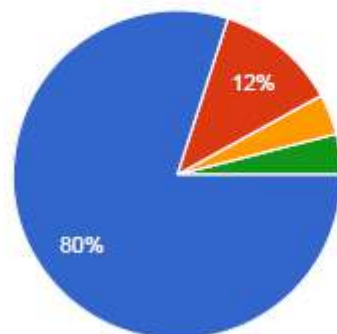
25 responses



- Very Accurate
- Somewhat Accurate
- Unaccurate
- Extremely Unaccurate

Please rate how easy Minut device's INSTALLATION & SET UP is.

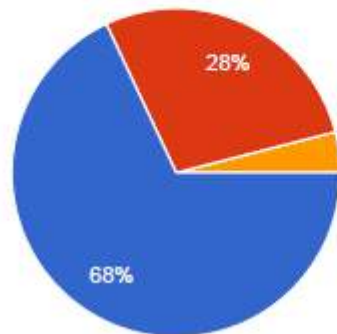
25 responses \*Minut installed the devices for the participants



- Very Easy
- Somewhat Easy
- Somewhat Difficult
- Very Difficult

Please rate how easy NoiseAware device's INSTALLATION & SET UP is.

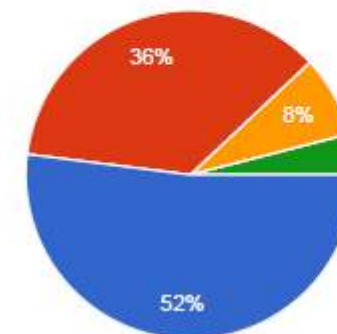
25 responses \*NoiseAware installed the devices for the participants



- Very Easy
- Somewhat Easy
- Somewhat Difficult
- Very Difficult

Please rate how easy Party Squasher's INSTALLATION & SET UP IS.

25 responses \*Party Squasher's responses reflect self-install by the participant

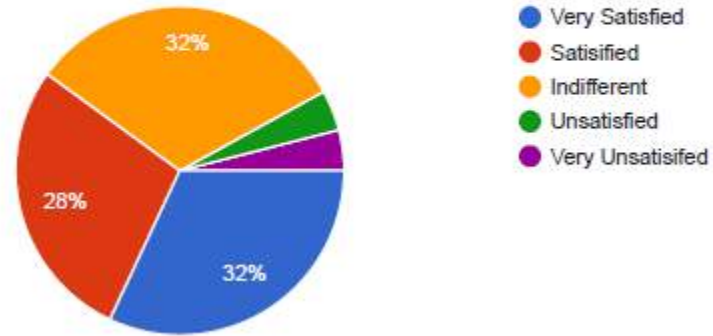


- Very Easy
- Somewhat Easy
- Somewhat Difficult
- Very Difficult

### Minut

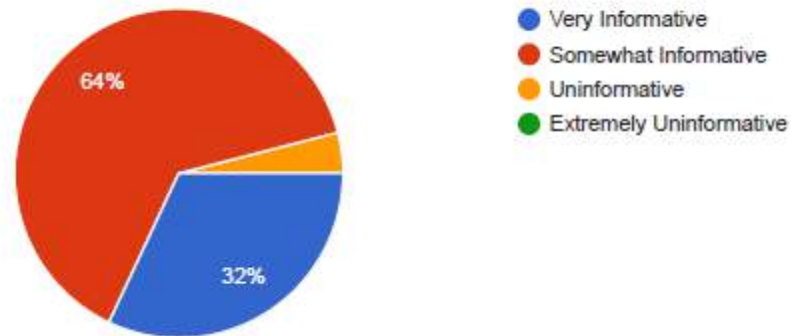
How satisfied are you with Minut's CUSTOMER SERVICE?

25 responses



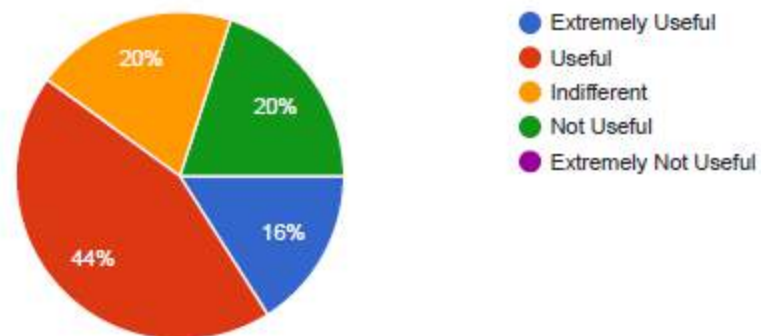
Please rate how informative Minut's HOW-TO VIDEOS are.

25 responses



How useful do you find the Minut device to MONITOR SOUND?

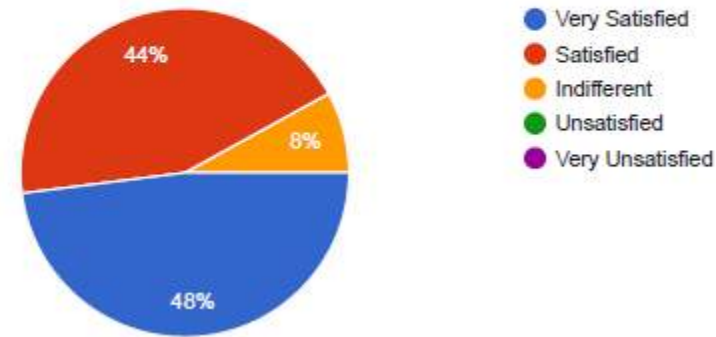
25 responses



### NoiseAware

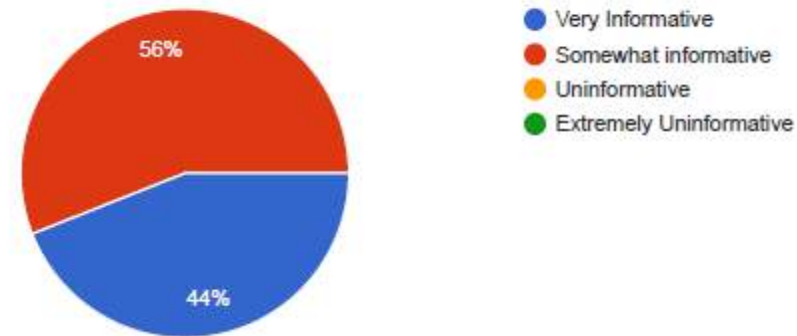
How satisfied are you with NoiseAware's CUSTOMER SERVICE?

25 responses



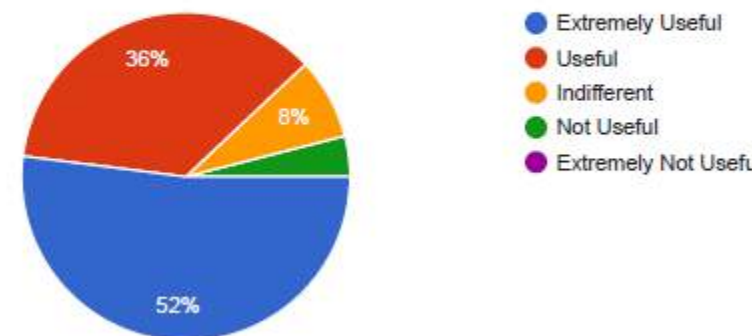
Please rate how informative NoiseAware's HOW-TO VIDEOS are.

25 responses



How useful do you find the NoiseAware device to MONITOR SOUND?

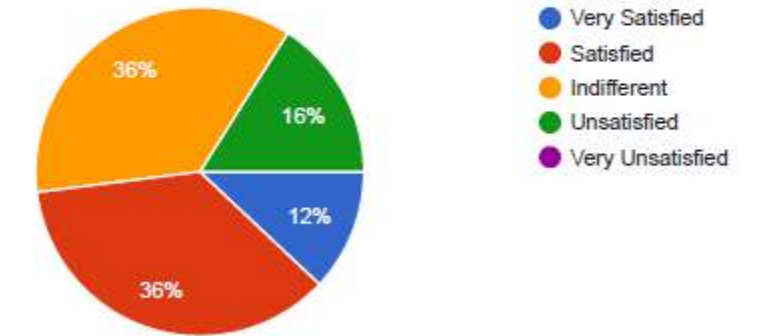
25 responses



### Party Squasher

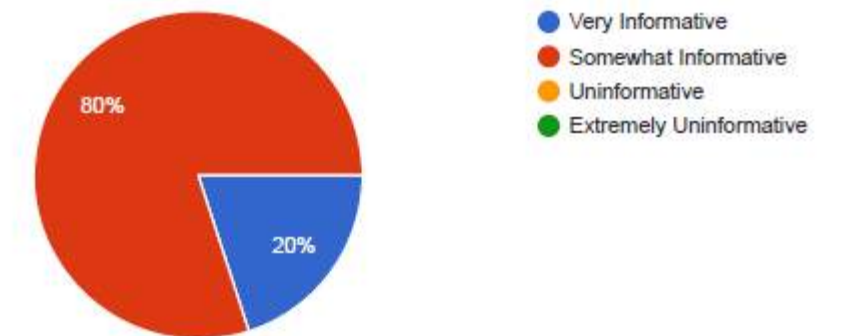
How satisfied are you with Party Squasher's Customer Service?

25 responses



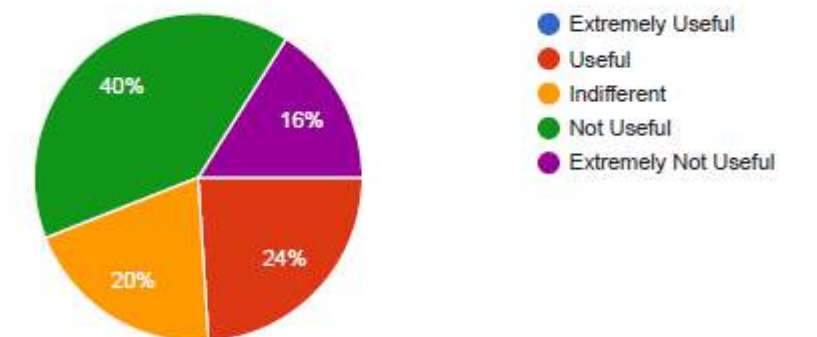
Please rate how informative Party Squasher's HOW-TO VIDEOS are.

25 responses



How useful do you find the Party Squasher device to MONITOR OCCUPANCY LEVELS?

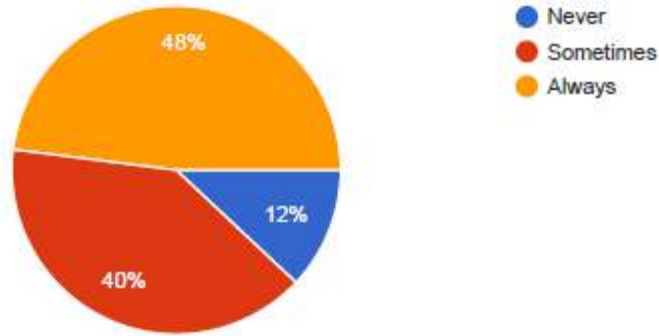
25 responses



### Minut

How often do you respond to Minut's ALERTS?

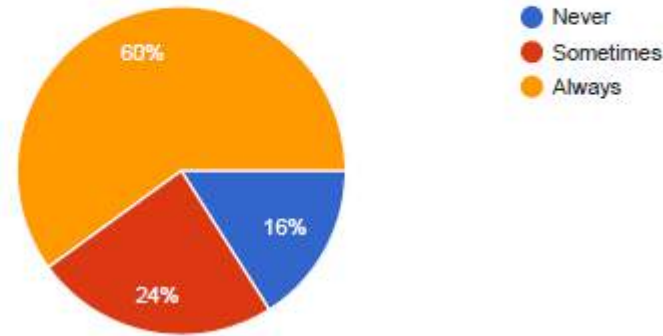
25 responses



### NoiseAware

How often do you respond to NoiseAware's ALERTS?

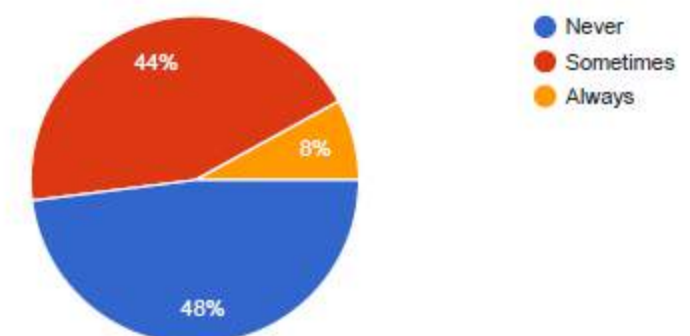
25 responses



### Party Squasher

How often do you respond to Party Squasher's ALERTS?

25 responses



\*Note: Minut and NoiseAware monitor noise;  
Party Squasher detects wifi enabled of devices to estimate people at property



## Noise Compliance Device Pilot Program Assessment of Devices

### **Introduction**

The City initiated a Pilot Program, on March 15, 2021, to study whether noise compliance devices have an impact on the number of short-term vacation rental noise complaints. NoiseAware, Minut, and Party Squasher partnered with the City and each company has a device that promises to mitigate issues and increase accountability of the property owner operating the short-term vacation rental. A key distinction in the companies is that NoiseAware and Minut are focused on reducing noise issues. Party Squasher's purpose is to prevent parties from taking place and provides an order of magnitude of people at a given location by detection of number of Wi-Fi enabled devices at the property.

Twenty-five short-term vacation rental properties were selected to participate in the Pilot Program and had devices supplied by the three companies. With the consent of the property owner, the City monitored all devices since the inception of the Pilot Program, met with each of the companies on a regular basis to review the data, and held pilot program participant feedback sessions.

### Questions the Pilot Sought to Answer

Before the Pilot Program launched, the City identified the following questions to assess:

- How early does a system detect an issue?
- How long does it take for the landlord to respond?
- Which device captures noise fastest?
- How does each device measure noise in real time?
- Does it make a difference?
- Can it resolve an issue before a neighbor calls the STVR hotline?
- Does it keep an issue from escalating?
- If the device(s) are effective, will problem properties be mandated to use?

These questions are answered below with supporting documentation.

The Pilot concluded on June 15 and ran for a full 90 days. Here is an assessment of each objective, based on the data collected and observations by City staff:

### **How early does a system detect an issue?**

#### Minut

- Minut monitors indoor noise in real time by measuring the level of decibels and alerting the property owner when noise breaks the threshold. The device gives flexibility on the level of the threshold to detect an issue, but for the purpose of the Pilot the device is

programmed to mirror the City's municipal code (Exhibit A) and detect an issue when noise exceeds 75 decibels. However, to avoid false alarms, noise such as a plate breaking, must be sustained above the 75 decibels for a minimum of ten minutes to be considered an issue. Once the device is triggered, it automatically sends the property owner an alert.

#### Noise Aware

- NoiseAware monitors indoor and outdoor sound in real time by using a proprietary noise monitoring system called a Noise Risk Score (NRS) and alerting the property owner when noise levels break the threshold. NRS goes beyond the measurement of only decibels and factors in other elements to provide deeper insight – the other factors are a trade secret (Exhibit B). This device also gives flexibility on the level of the threshold to detect an issue and the device was programmed to parallel or exceed the City's municipal code decibel standards – 65 decibels outdoors from 7:00 a.m. to 10:00 p.m.; 50 decibels outdoors from 10:00 p.m. to 7:00 a.m.; and 75 decibels indoors 24/7. To avoid false alerts, elevated noise must also be sustained for at least 5 minutes.

#### Party Squasher

- Party Squasher is a device that counts occupancy in a real time manner by using the detection of wi-fi devices (commonly smartphones) as a proxy for the presence of people and alerts the property owner when the threshold is broken. This device also gives flexibility on the level of the threshold to detect an issue and was programmed to mirror the City's municipal code (Exhibit C). Unlike the municipal code regarding noise, the occupancy limit municipal code is specific to the number of bedrooms and time of day and each property was programmed accordingly. The device's system only provides an exact number of devices and estimates the number of people based on their algorithm. As a result, participants mentioned they have a challenging time identifying an issue using this system because there may be less people in the home than what the system displays.

### **How long does it take for the landlord to respond?**

#### Noise Monitoring

This is perhaps the most challenging aspect of the Pilot Program. The devices do an adequate job monitoring sound through the devices microphone and notifies the property manager of excessive noise issues. However, there is no feature that confirms that the property owner acted. By viewing the activity of the property, you can see fluctuations in the noise levels after the device sends an alert, but the technologies do not specifically have a prompt that confirms the property owner acted as a direct result of the notification.

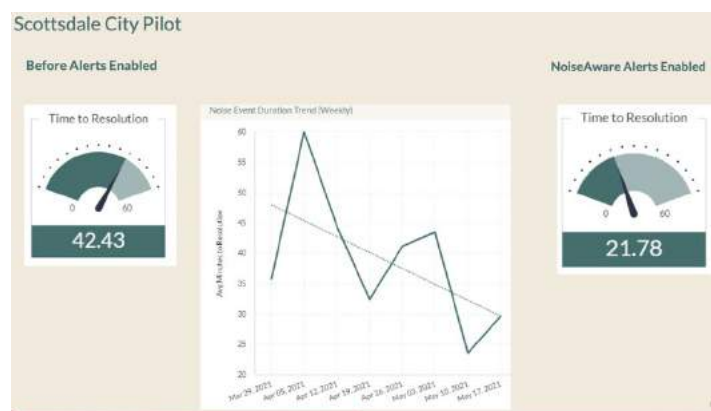
This would be a beneficial feature for the companies to explore as it is difficult to



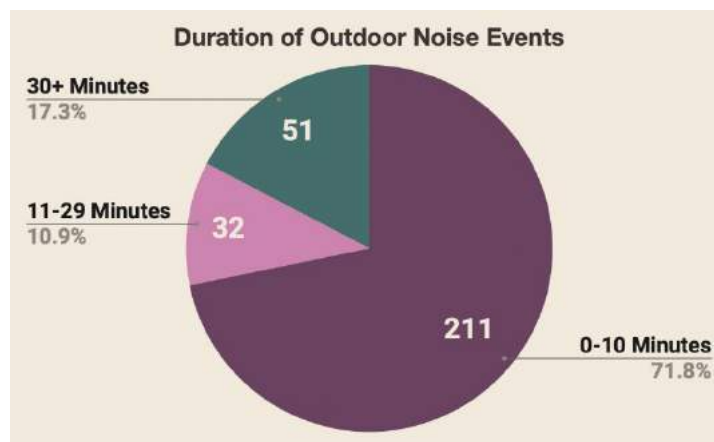
determine what happens after the device sends a message, let alone confirm that the issue was resolved due to the action of the property owner.

NoiseAware deployed 51 devices at the 25 properties as NoiseAware is currently the only company that has devices safety-certified for outdoor use. Both NoiseAware and Minut have fire resistant rated devices for indoor use. NoiseAware's devices detected 358 noise events during the pilot, and it took 18 minutes on average for the noise event to be resolved (compared to 50+ minutes without intervention in comparable NoiseAware pilots).

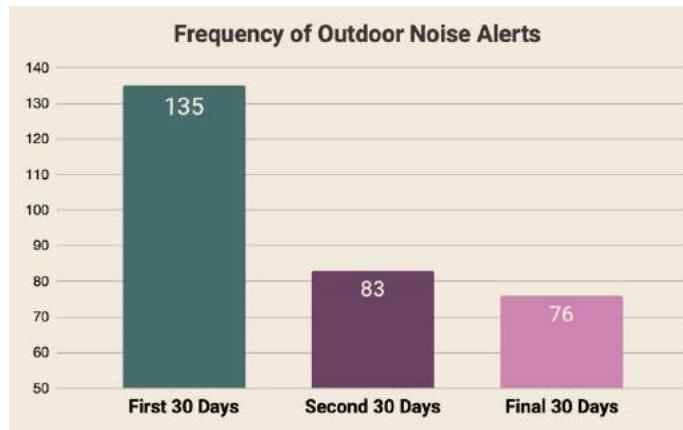
In a pilot program that was conducted in Scottsdale, Arizona with NoiseAware, they found the time to resolution before alerts enabled was 42.43 minutes and after alerts enabled the time to resolve the issue dropped to 21.78 minutes.



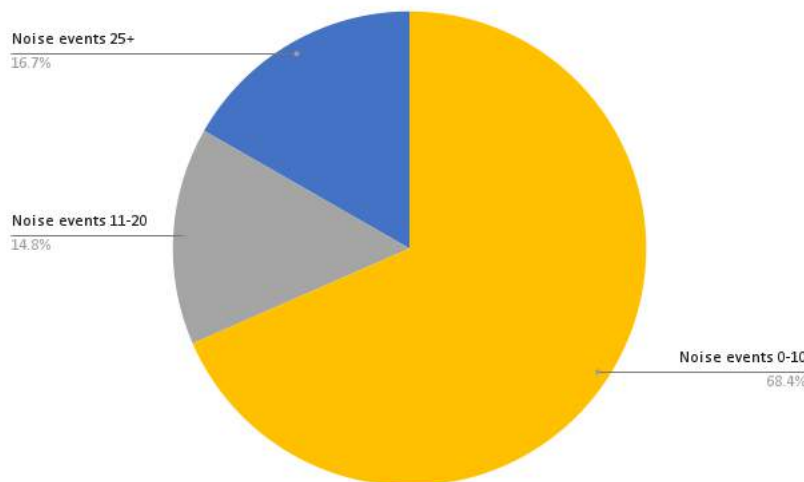
There were 294 (82.1%) outdoor noise events with average time to resolve of 17.9 minutes. 71.8% of outdoor noise events were resolved in ten minutes or less. 10.9% of noise events lasted 11-29 minutes and 17% were 30+ minutes.



An estimated 20% of outdoor alerts may be attributed to high wind or activities such as trash and lawn services. These alerts were significantly reduced during the final 60 days by tuning noise thresholds and installing wind filters at five properties.



Minut deployed 25 devices at the 25 properties. Minut devices detected 263 noise events with 68% of them lasting less than 10 minutes. The break down for the remaining noise events was 14.8% of them lasting 11-20 minutes and 16.7% lasting 25+ minutes. While Minut does not currently have a safety-certified outdoor device, they plan to deploy one later in 2021.



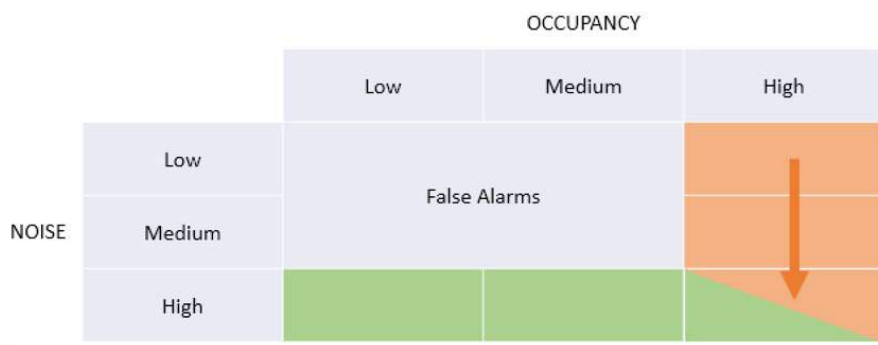
Minut has a sophisticated notification and escalation capability that was activated during the pilot program period. They can notify the property owner through the app, short messaging service (SMS), auto call, and their device does a flash and sound if the escalation outreach are not met. If a noise event exceeded the decibel threshold for 10+ minutes then a notification via app goes out, if it continues after 20+ minutes a notification via app and a SMS goes out, if it continues after 25+ minutes, a notification via app, SMS, autocall goes off and the device flashes and emits sound until its resolved. In discussions with Minut, the notification interval can be adjusted per City standards, and they are exploring the capability of it being able to call to the City’s STVR complaint hotline. Minut can directly notify the guest as well and they have an integration with Guesty where the guest information is automatically populated into the Minut system. NoiseAware also has a notification and escalation capability that automatically notifies property owners via the app, SMS, and/or an email. They are exploring the ability to connect with the City’s hotline and in the future, they can also contact the guest with their professional call center service called NightAgent.

NoiseAware will be able to support automation with integration platforms later in 2021. Both companies can have multiple contacts notified of alerts in their respective systems.

### Occupancy Counting

Party Squasher displays the estimated number of devices in the home, but just like the noise monitoring devices there is no feature that confirms that the property owner acted. Some property owners have mentioned that it is hard to trust when Party Squasher alerts of an issue and others mention they look at cameras already on the property to confirm the number of guests. One key attribute about Party Squasher’s device is that it is directly powered to an outlet and connected to the home network via ethernet, and therefore requires little maintenance.

Party Squasher deployed 24 devices at 24 properties (one property owner did not install the device despite Party Squasher encouraging them to do so). Party Squasher can pick up a device signal whether it be a phone, laptop, or smartwatch. Once the device is calibrated, the device was monitored to establish a baseline excluding those wireless devices that are always present at a property. During the pilot there were a total 62 times where the Party Squasher device sent an alert to the property owner because the threshold was reached or broken based on the number of wi-fi enabled devices on the property. Three properties counted for 57% of these alerts in large part because the sensor’s occupancy (device counting) threshold was set too low. For the rest of the alerts, they all provided reasonable notification on an event. One key benefit of Party Squasher is its ability to anticipate or monitor activity in a low or medium type of scenario.



In the table above, the noise monitors operate in the green cells. Party Squasher operates in the orange cells. What was discovered during the pilot was that this device provides a property owner with an early indication to a potential noise or occupancy violation since you can see if the number of estimated devices at the property is spiking up higher than what the rental reservation indicates. For the typical STVR property this device may be helpful, but it would be of greater benefit to the larger estate STVR properties that have gatherings and events. Party Squasher sends a SMS or email to a property owner and triggers a notification in their app every time the occupancy threshold is reached.

## **Which device captures noise the fastest?**

Both NoiseAware and Minut capture noise in a real time manner and when both devices are set to similar indoor thresholds and placed in the same vicinity, they seem to capture similar results. Currently Minut does not have an outdoor sensor and Party Squasher does not measure sound. NoiseAware is the only device that measures outdoor noise and does so in a real time manner. While indoor noise monitoring is helpful to the property owner, the City is more interested in capturing outdoor noise since outdoor noise is most likely to generate a complaint. It would be beneficial for noise monitoring companies to explore and enhance their outdoor noise monitoring abilities.

## **How does each device capture noise in real time?**

Minut: Minut uses decibels to measure indoor sound in real time.

NoiseAware: Noise Aware uses a proprietary algorithm system named Noise Risk Score (NRS). NRS tracks not only how loud a sound is, but also the duration of the sound, and it combines this with several other factors to bring you the contextual noise risk score. Please view the Exhibit B to view the NRS to Decibels conversion table.

## **Does it make a difference?**

A list of the key findings is as follows:

- Both NoiseAware and Minut notification features greatly assist a property owner to address a noise event before it becomes a complaint to the City. This is demonstrated by the high response of participants in the pilot addressing noise events taking place at their property.
- Party Squasher provides the property owner with real-time information on occupancy and a property owner can see the spiking up of estimated devices prompting them to pay close attention.
- Through the pilot, the attempts to tamper with the devices or not be fully compliant were minimal, and when they did take place there were notifications and awareness within minutes.
- Minut and NoiseAware are developing locally dispatched attendants where a person can arrive at a property to address a complaint thus alleviating a City resource to be dispatched.
- In seeing the data for a property, City staff can quickly validate a noise complaint.

## **Can it resolve an issue before a neighbor calls the STVR hotline?**

There were 358 noise events recorded By NoiseAware, 263 events recorded by Minut, and 80 events recorded by Party Squasher and only 4 complaints generated to the City.

All four were noise complaints with one being noise and occupancy. Of the four, the City's contract security company responded to two, a Code Compliance officer to one and the local contact to one. Three were confirmed as no violation and the local contact reported it was people gathering in the jacuzzi. The response times were 14, 19, 20 minutes and the local contact within 30 minutes.

There has been one occupancy complaint, about a participant in the Pilot, to the City – the incident was on April 17, 2021. The Party Squasher system did capture an increase in the number of devices (Exhibit D); however, the property owner did not intervene after receiving alerts from the device. Since Party Squasher provides an estimate on the number of devices (not actual people), Code Compliance did connect with the property owner and confirmed the actual count of people, which was in line with City requirements.

## **Does it keep an issue from escalating?**

There is evidence that the devices do play a vital role in keeping an issue from escalating. For example, throughout the duration of the Pilot, there were a total of 327 indoor noise events and 294 outdoor noise events, but only 4 complaints to the City with one of them being addressed by the local contact.

## **Conclusion**

Overall, there is significant benefit to the property owner, neighbors, and the City to having noise compliance devices on the short-term vacation rental property. Through the pilot, property owners were more attentive thereby increasing accountability, there were very few complaints generated by the 25 properties in the pilot program, and the companies participating in the pilot improved their product and innovated based on direct feedback from participants from the City. Minut and NoiseAware have created the ability for a property owner to also have their guest(s) notified directly, creation of an escalation tree in their systems should there be a non-response, and both companies are looking to deploy an on-call response service to their customers. NoiseAware also has a professional response center, NightAgent, that responds to alerts on behalf of property managers, and the City is interested in testing that service out as an enhancement or replacement to the existing hotline provider. Occupancy count participants in the pilot also expressed high regard for the devices, ease of use, and that it helped them in their management of the property. These devices will assist STVR operators in more effectively responding to a notification, complaint, and/or show up at the property to address an issue. This is advantageous since it is still the expectation that the property owner resolves the issue instead of relying on the City's resources to address it.

## La Quinta Municipal Code

[Up](#)      [Previous](#)      [Next](#)      [Main](#)      [Search](#)      [Print](#)      [No Frames](#)

[Title 11 PEACE, MORALS AND SAFETY](#)

[Chapter 11.08 DISORDERLY CONDUCT AND TRESPASS](#)

**11.08.040 LQMC—Noise.**

---

No person shall willfully make any unreasonably loud noise to the extent that it disturbs the peace and quiet of any neighborhood or imposes upon the privacy and rights of others. The standards which may be considered in determining whether a violation of this section exists, may include, but is not limited to, the following:

- A. The level of noise;
  - B. The nature of the area within which the noise emanates;
  - C. The density of the inhabitation of the area within which the noise emanates;
  - D. The time of day or night;
  - E. The duration of the noise;
  - F. Whether the noise is recurrent, intermittent or constant; or
  - G. Whether the noise is produced by a commercial or noncommercial activity. (Ord. 577 § 1, 2019)
- 

View the [mobile version](#).

La Quinta Municipal Code

[Up](#)

[Previous](#)

[Next](#)

[Main](#)

[Search](#)

[Print](#)

[No Frames](#)

[Title 9 ZONING](#)

[Chapter 9.100 SUPPLEMENTAL NONRESIDENTIAL REGULATIONS](#)

**9.100.210 Noise control.**

A. Purpose. The noise control standards for nonresidential land use districts set forth in this section are established to prevent excessive sound levels which are detrimental to the public health, welfare and safety or which are contrary to the public interest.

B. Noise Standards. Exterior noise standards are set forth below. Residential property, schools, hospitals, and churches are considered noise sensitive land uses, regardless of the land use district in which they are located. All other uses shall comply with the “other nonresidential” standard. All noise measurements shall be taken using standard noise measuring instruments. Measurements shall be taken within the receiving property at locations determined by director to be most appropriate to the individual situation.

**Land Use Compatibility for Community Noise Environments**

Land Uses	CNEL (dBA)						
	50	55	60	65	70	75	80
Residential – Single-Family Dwellings, Duplex, Mobile Homes	A						
		B					
					C		
						D	
Residential – Multiple Family		A					
			B				
					C		
						D	
Transient Lodging: Hotels and Motels	A						
			B				
					C		
							D
School Classrooms, Libraries, Churches, Hospitals, Nursing Homes and Convalescent Hospitals	A						
			B				
					C		
							D
Auditoriums, Concert Halls, Amphitheaters	B						
				C			
Sports Arenas, Outdoor Spectator Sports							
	B						

Land Uses	CNEL (dBA)						
	50	55	60	65	70	75	80
					C		
Playgrounds, Neighborhood Parks	A						
					C		
					D		
Golf Courses, Riding Stables, Water Recreation, Cemeteries	A						
					C		
							D
Office Buildings, Business, Commercial and Professional	A						
					B		
						D	
Industrial, Manufacturing, Utilities, Agriculture	A						
					B		
						D	

Source: California Department of Health Services, "Guidelines for the Preparation and Content of the Noise Element of the General Plan," 1990.

**Chart Legend**

- A Normally Acceptable:** With no special noise reduction requirements assuming standard construction.
- B Conditionally Acceptable:** New construction or development should be undertaken only after a detailed analysis of the noise reduction requirement is made and needed noise insulation features included in the design.
- C Normally Unacceptable:** New construction is discouraged. If new construction does proceed, a detailed analysis of the noise reduction requirements must be made and needed noise insulation features included in the design.
- D Clearly Unacceptable:** New construction or development should generally not be undertaken.

**Exterior Noise Standards**

Receiving Land Use	Noise Standard	Time Period
Noise sensitive	65 dB(A)	7:00 a.m.—10:00 p.m.
	50 dB(A)	10:00 p.m.—7:00 a.m.
Other nonresidential	75 dB(A)	7:00 a.m.—10:00 p.m.
	65 dB(A)	10:00 p.m.—7:00 a.m.

If the noise consists entirely of impact noise, simple tone noise, speech or music, or any combination thereof, each of the noise levels specified in the table in this section shall be reduced by five dB(A).

C. Noise Limits. It is unlawful for any person at any location within the city to create any noise, or to allow the creation of any noise on property owned, leased, occupied or otherwise controlled by such person, when such noise causes the noise level, when measured on any adjacent property, to exceed:

1. The noise standard for a cumulative period of more than thirty minutes in any hour;
2. The noise standard plus five dB(A) for a cumulative period of more than fifteen minutes in any hour;
3. The noise standard plus ten dB(A) for a cumulative period of more than five minutes in any hour;
4. The noise standard plus fifteen dB(A) for a cumulative period of more than one minute in any hour; or



5. The noise standard plus twenty dB(A) for any period of time.

For purposes of this section, the term “cumulative period” means the number of minutes that a noise occurs within any hour, whether such minutes are consecutive or not.

D. Ambient Noise Level. If the ambient or background noise level exceeds any of the preceding noise categories, no increase above such ambient noise level shall be permitted.

E. Exemptions. The following are exempt from the noise restrictions of this section:

1. Emergency vehicles or other emergency operations.
2. City maintenance, construction or similar activities.
3. Construction activities regulated by Section [6.08.050](#) of the La Quinta Municipal Code.
4. Golf course maintenance activities between five-thirty a.m. and ending no later than eight p.m. on any given day.

F. Enforcement. The city manager or designee shall have the responsibility and authority to enforce the provisions of this section. (Ord. 565 § 1, 2017; Ord. 550 § 1, 2016; Ord. 284 § 1, 1996)

---

View the [mobile version](#).

NRS Conversion Table

Noise Risk Score:	Decibel Range:	As Loud As (from 1ft away):	As Loud As (from 50ft away):
0 NRS	0-40 dB	Outer Space	Ticking Clock
10 NRS	40-60 dB	Hummingbird	Singing in the Shower
20 NRS	60-68 dB	Gentle Breeze	Max Radio Volume
30 NRS	68-73 dB	Polite Conversation	Garbage Truck
40 NRS	73-75 dB	Laughter	Symphony Orchestra
50 NRS	75-77 dB	Barking Dog	Firetruck Siren
60 NRS	77-79 dB	Washing Machine	Marching Band
70 NRS	79-84 dB	Saxophone Solo	Shotgun Firing
80 NRS	84-92 dB	Lawnmower	Construction Site
90 NRS	92-112 dB	Jackhammer	Fireworks
100 NRS	112+ dB	Jet Engine	NASA Launch

\*Occupational Safety and Health Administration regulations begin (maximum 90 dB over 8 hour work day).

\*Hearing damage occurs with exposure longer than one hour

\*Hearing damage occurs with exposure longer than one minute

## 3.25.070 - Operational requirements and standard conditions.

- A. The owner and/or owner's authorized agent or representative shall use reasonably prudent business practices to ensure that the short-term vacation rental unit is used in a manner that complies with all applicable laws, rules and regulations pertaining to the use and occupancy of the subject short-term vacation rental unit.
1. An estate home may be established for short-term vacation rental use subject to evaluation and inspection of the property pursuant to Section 3.25.060(D)(1).
  2. An estate home established for short-term vacation rental use is required to be equipped with a noise monitoring device(s) that is operable at all times.
- B. The responsible person(s) shall be an occupant(s) of the short-term vacation rental unit for which he, she or they signed a rental agreement for such rental, use and occupancy, and/or any person(s) occupying the short-term vacation rental unit without a rental agreement, including the owner, owner's authorized agent or representative, local contact(s) and their guests. No non-permanent improvements to the property, such as tents, trailers, or other mobile units, may be used as short-term vacation rentals. The total number of occupants, including the responsible person(s), allowed to occupy any given short-term vacation rental unit may be within the ranges set forth in the table below. By the issuance of a short-term vacation rental permit, the city or its authorized designees, including police, shall have the right to conduct a count of all persons occupying the short-term vacation rental unit in response to a complaint or any other legal grounds to conduct an inspection resulting from the use of the short-term vacation rental unit, and the failure to allow the city or its authorized designees the ability to conduct such a count may constitute a violation of this chapter. The city council may by resolution further restrict occupancy levels provided those restrictions are within the occupancy ranges set forth below.

Number of Bedrooms	Total of Overnight* Occupants	Total Daytime** Occupants (Including Number of Overnight Occupants)
0—Studio	2	2—8
1	2—4	2—8
2	<u>4</u> —6	<u>4</u> —8
<u>3</u>	<u>6</u> —8	<u>6</u> —12
<u>4</u>	<u>8</u> —10	<u>8</u> —16
5	<u>10</u> —12	<u>10</u> —18
<u>6</u>	<u>12</u> —14	<u>12</u> —20

<u>7</u>	<u>14</u>	<u>14—20</u>
<u>8</u>	16	16—22
<u>9</u>	18	18—24

\*Overnight (10:01 p.m.—6:59 a.m.)

\*\*Daytime (7:00 a.m.—10:00 p.m.)

- C. The person(s) listed as the local contact person in the short-term vacation rental unit's online registration profile shall be available twenty-four (24) hours per day, seven (7) days per week, with the ability to respond to the location within thirty (30) minutes to complaints regarding the condition, operation, or conduct of occupants of the short-term vacation rental unit or their guests. The person(s) listed as a local contact person shall be able to respond personally to the location, or to contact the owner or the owner's authorized agent or representative to respond personally to the location, within thirty (30) minutes of notification or attempted notification by the city or its authorized short-term vacation rental designated hotline service provider. No provision in this section shall obligate the city or its authorized short-term vacation rental designated hotline service provider to attempt to contact any person or entity other than the person(s) listed as the local contact person.
- D. The owner, the owner's authorized agent or representative and/or the owner's designated local contact person shall use reasonably prudent business practices to ensure that the occupants and/or guests of the short-term vacation rental unit do not create unreasonable or unlawful noise or disturbances, engage in disorderly conduct, or violate any applicable law, rule or regulation pertaining to the use and occupancy of the subject short-term vacation rental unit.
- E. Occupants of the short-term vacation rental unit shall comply with the standards and regulations for allowable noise at the property in accordance with Sections 9.100.210 and 11.08.040 (or successor provision, as may be amended from time to time) of this code. No radio receiver, musical instrument, phonograph, compact disk player, loudspeaker, karaoke machine, sound amplifier, or any machine, device or equipment that produces or reproduces any sound shall be used outside or be audible from the outside of any short-term vacation rental unit between the hours of 10:00 p.m. and 7:00 a.m. Pacific Standard Time. Observations of noise related violations shall be made by the city or its authorized designee from any location at which a city official or authorized designee may lawfully be, including but not limited to any public right-of-way, any city-owned public property, and any private property to which the city or its authorized designee has been granted access.
- F. Prior to occupancy of a short-term vacation rental unit, the owner or the owner's authorized agent or representative shall:
1. Obtain the contact information of the responsible person;
  2. Provide copies of all electronically distributed short-term vacation rental information from the city, including any good neighbor brochure to the responsible person and post in a conspicuous location

within the short-term vacation rental unit, in a manner that allows for the information to be viewed in its entirety; and require such responsible person to execute a formal acknowledgement that he or she is legally responsible for compliance by all occupants of the short-term vacation rental unit and their guests with all applicable laws, rules and regulations pertaining to the use and occupancy of the short-term vacation rental unit. This information shall be maintained by the owner or the owner's authorized agent or representative for a period of three (3) years and be made readily available upon request of any officer of the city responsible for the enforcement of any provision of this code or any other applicable law, rule or regulation pertaining to the use and occupancy of the short-term vacation rental unit.

- G. The owner, the owner's authorized agent or representative and/or the owner's designated local contact person shall, upon notification or attempted notification that the responsible person and/or any occupant and/or guest of the short-term vacation rental unit has created unreasonable or unlawful noise or disturbances, engaged in disorderly conduct, or committed violations of any applicable law, rule or regulation pertaining to the use and occupancy of the subject short-term vacation rental unit, promptly respond within thirty (30) minutes to immediately halt and prevent a recurrence of such conduct by the responsible person and/or any occupants and/or guests. Failure of the owner, the owner's authorized agent or representative and/or the owner's designated local contact person to respond to calls or complaints regarding the condition, operation, or conduct of occupants and/or guests of the short-term vacation rental unit within thirty (30) minutes, shall be subject to all administrative, legal and equitable remedies available to the city.
- H. Reserved.
- I. Trash and refuse shall not be left stored within public view, except in proper containers for the purpose of collection by the city's authorized waste hauler on scheduled trash collection days. The owner, the owner's authorized agent or representative shall use reasonably prudent business practices to ensure compliance with all the provisions of Chapter 6.04 (Solid Waste Collection and Disposal) (or successor provision, as may be amended from time to time) of this code.
- J. Signs may be posted on the premises to advertise the availability of the short-term vacation rental unit as provided for in Chapter 9.160 (Signs) (or successor provision, as may be amended from time to time) of this code.
- K. The owner, authorized agent or representative and/or the owner's designated local contact person shall post a copy of the short-term vacation rental permit and a copy of the good neighbor brochure in a conspicuous place within the short-term vacation rental unit, and a copy of the good neighbor brochure shall be provided to each occupant of the subject short-term vacation rental unit.
- L. Unless otherwise provided in this chapter, the owner and/or the owner's authorized agent or representative shall comply with all provisions of Chapter 3.24 concerning transient occupancy taxes, including, but not limited to, submission of a monthly return in accordance with Section 3.24.080 (or successor provisions, as may be amended from time to time) of this code, which shall be filed monthly even if the short-term vacation rental unit was not rented during each such month.
- M. Guesthouses, detached from the primary residential dwelling on the property, or the primary residential dwelling on the property, may be rented pursuant to this chapter as long as the guesthouse and the

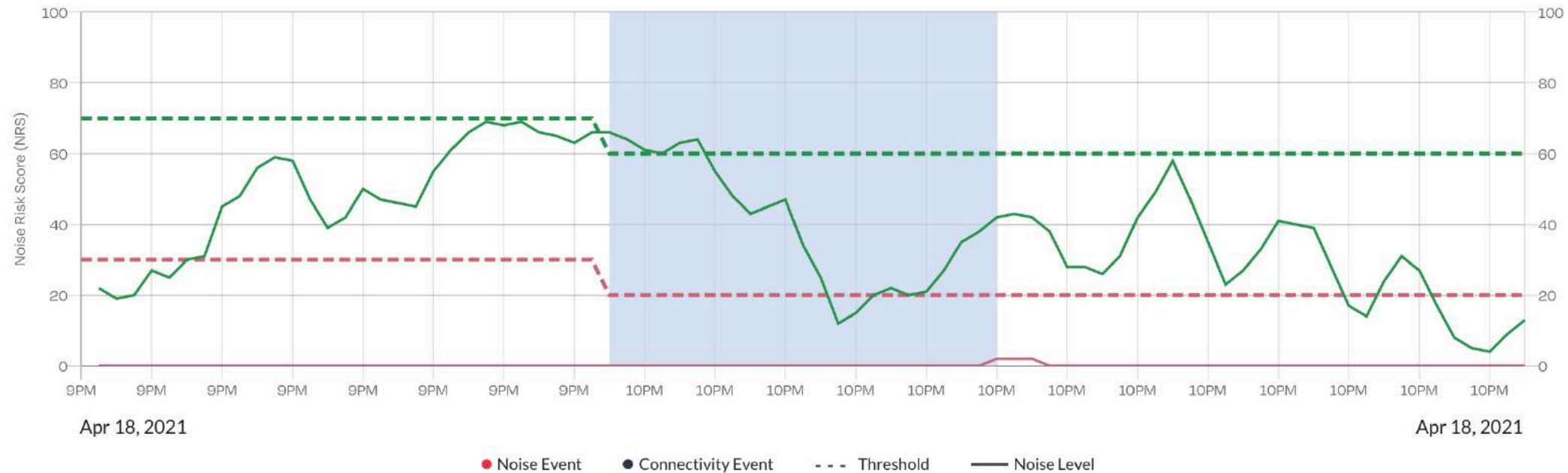
primary residential dwelling are rented to one (1) party.

- N. The owner and/or the owner's authorized agent or representative shall post the number of authorized bedrooms and the current short-term vacation rental permit number at the beginning or top of any advertisement that promotes the availability or existence of a short-term vacation rental unit. In the instance of audio-only advertising of the same, the short-term vacation rental permit number shall be read as part of the advertisement.
- O. The owner and/or owner's authorized agent or representative shall operate a short-term vacation rental unit in compliance with any other permits or licenses that apply to the property, including, but not limited to, any permit or license needed to operate a special event pursuant to Section 9.60.170 (or successor provision, as may be amended from time to time) of this code. The city may limit the number of special event permits issued per year on residential dwellings pursuant to Section 9.60.170 (or successor provision, as may be amended from time to time).
- P. The city manager, or designee, shall have the authority to impose additional conditions on the use of any given short-term vacation rental unit to ensure that any potential secondary effects unique to the subject short-term vacation rental unit are avoided or adequately mitigated, including, but not limited to, a mitigating condition that would require the installation of a noise monitoring device to keep time-stamped noise level data from the property that will be made available to the city upon city's reasonable request.
- Q. The standard conditions set forth herein may be modified by the city manager, or designee, upon request of the owner or the owner's authorized agent or representative based on site-specific circumstances for the purpose of allowing reasonable accommodation of a short-term vacation rental. All requests must be in writing and shall identify how the strict application of the standard conditions creates an unreasonable hardship to a property such that, if the requirement is not modified, reasonable use of the property for a short-term vacation rental would not be allowed. Any hardships identified must relate to physical constraints to the subject site and shall not be self-induced or economic. Any modifications of the standard conditions shall not further exacerbate an already existing problem.
- R. On-site parking shall be on an approved driveway, garage, and/or carport areas only; this section does not impose restrictions on public street parking regulations. Recreational vehicles may be parked in accordance with the provisions set forth in Section 9.60.130 (or successor provision, as may be amended from time to time) of this code.

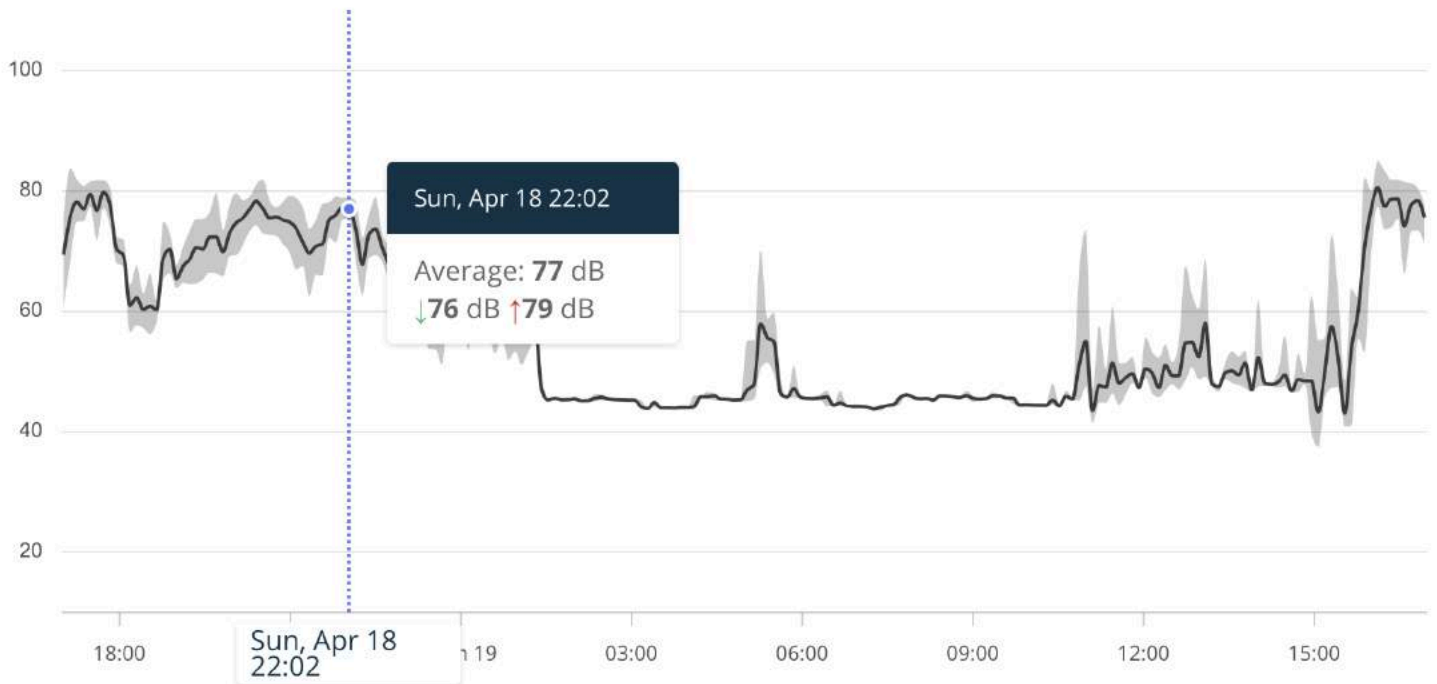
( Ord. 590 § 1(Exh. A), 3-16-2021; Ord. 586 § 1(Exh. A), 12-15-2020; Ord. 577 § 1, 2019; Ord. 572 § 1, 2018; Ord. 563 § 1, 2017; Ord. 501 § 2, 2012)

Indoor  
INDOOR SENSOR

Outdoor  
OUTDOOR SENSOR

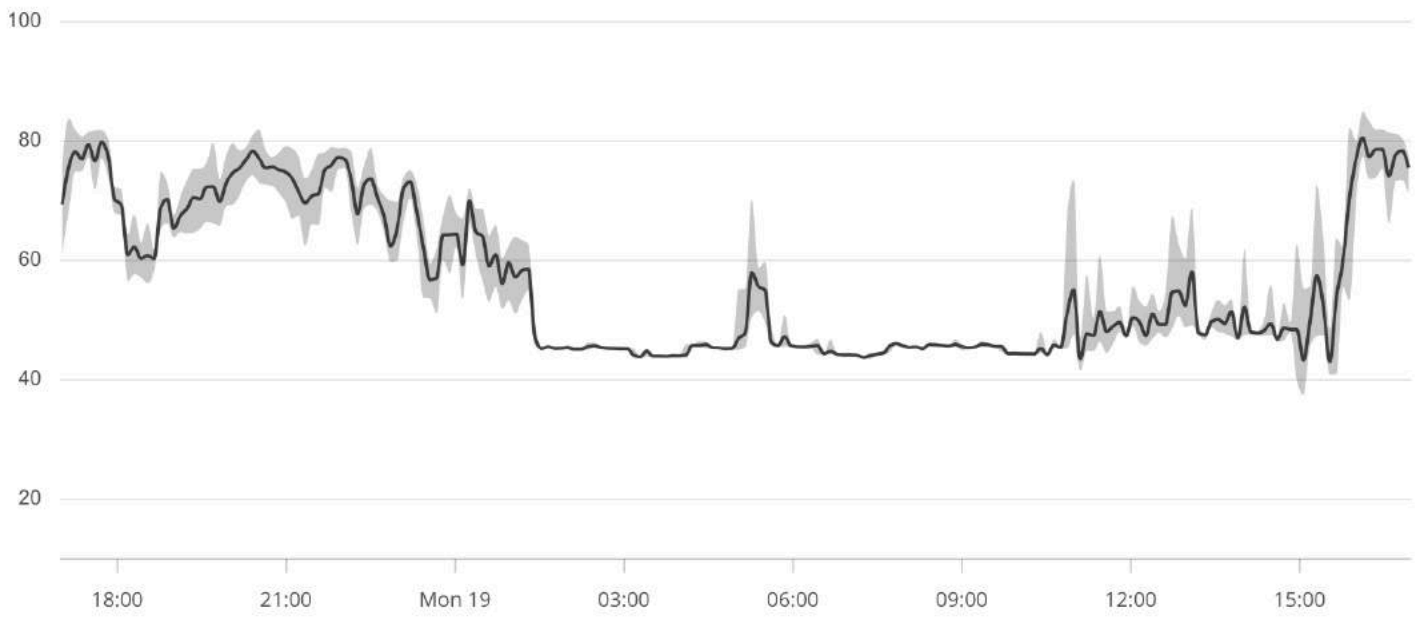


### Noise monitoring (dB)



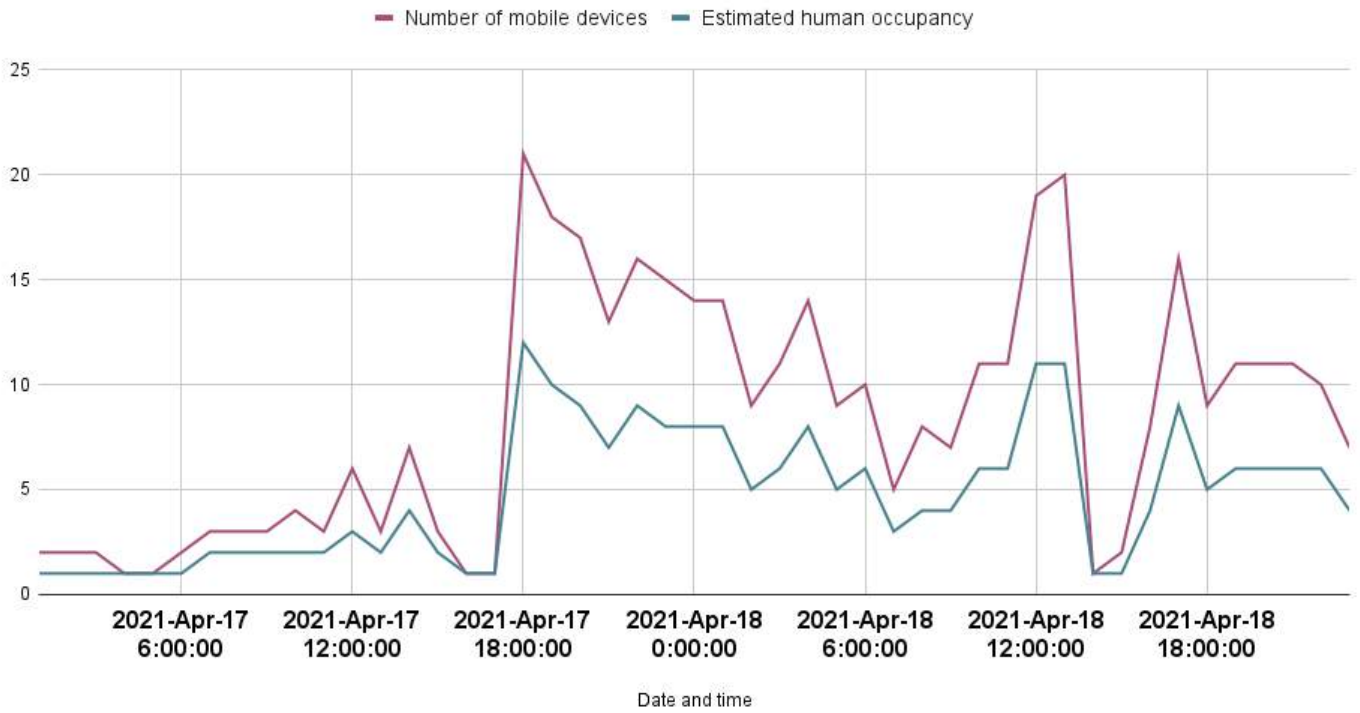


### Noise monitoring (dB)



### Number of mobile devices detected

Human occupancy limit= 6



Account [REDACTED]  
 Location [REDACTED]  
 Smart Detect Mode DISABLED  
 Baseline Count Value NA  
 Timezone America/Los\_Angeles  
 Maximum Occupancy 12

From	To	
2021-Apr-16 0:00:00	2021-Apr-16 0:59:59	2
2021-Apr-16 1:00:00	2021-Apr-16 1:59:59	2
2021-Apr-16 2:00:00	2021-Apr-16 2:59:59	2
2021-Apr-16 3:00:00	2021-Apr-16 3:59:59	3
2021-Apr-16 4:00:00	2021-Apr-16 4:59:59	2
2021-Apr-16 5:00:00	2021-Apr-16 5:59:59	3
2021-Apr-16 6:00:00	2021-Apr-16 6:59:59	2
2021-Apr-16 7:00:00	2021-Apr-16 7:59:59	2
2021-Apr-16 8:00:00	2021-Apr-16 8:59:59	4
2021-Apr-16 9:00:00	2021-Apr-16 9:59:59	5
2021-Apr-16 10:00:00	2021-Apr-16 10:59:59	3
2021-Apr-16 11:00:00	2021-Apr-16 11:59:59	2
2021-Apr-16 12:00:00	2021-Apr-16 12:59:59	2
2021-Apr-16 13:00:00	2021-Apr-16 13:59:59	3
2021-Apr-16 14:00:00	2021-Apr-16 14:59:59	2
2021-Apr-16 15:00:00	2021-Apr-16 15:59:59	3
2021-Apr-16 16:00:00	2021-Apr-16 16:59:59	3
2021-Apr-16 17:00:00	2021-Apr-16 17:59:59	1
2021-Apr-16 18:00:00	2021-Apr-16 18:59:59	2
2021-Apr-16 19:00:00	2021-Apr-16 19:59:59	4
2021-Apr-16 20:00:00	2021-Apr-16 20:59:59	3
2021-Apr-16 21:00:00	2021-Apr-16 21:59:59	3
2021-Apr-16 22:00:00	2021-Apr-16 22:59:59	3
2021-Apr-16 23:00:00	2021-Apr-16 23:59:59	3
2021-Apr-17 0:00:00	2021-Apr-17 0:59:59	2
2021-Apr-17 1:00:00	2021-Apr-17 1:59:59	2
2021-Apr-17 2:00:00	2021-Apr-17 2:59:59	2
2021-Apr-17 3:00:00	2021-Apr-17 3:59:59	2
2021-Apr-17 4:00:00	2021-Apr-17 4:59:59	1
2021-Apr-17 5:00:00	2021-Apr-17 5:59:59	1
2021-Apr-17 6:00:00	2021-Apr-17 6:59:59	2
2021-Apr-17 7:00:00	2021-Apr-17 7:59:59	3
2021-Apr-17 8:00:00	2021-Apr-17 8:59:59	3
2021-Apr-17 9:00:00	2021-Apr-17 9:59:59	3
2021-Apr-17 10:00:00	2021-Apr-17 10:59:59	4
2021-Apr-17 11:00:00	2021-Apr-17 11:59:59	3
2021-Apr-17 12:00:00	2021-Apr-17 12:59:59	6
2021-Apr-17 13:00:00	2021-Apr-17 13:59:59	3
2021-Apr-17 14:00:00	2021-Apr-17 14:59:59	7
2021-Apr-17 15:00:00	2021-Apr-17 15:59:59	3
2021-Apr-17 16:00:00	2021-Apr-17 16:59:59	1
2021-Apr-17 17:00:00	2021-Apr-17 17:59:59	1
2021-Apr-17 18:00:00	2021-Apr-17 18:59:59	21
2021-Apr-17 19:00:00	2021-Apr-17 19:59:59	18
2021-Apr-17 20:00:00	2021-Apr-17 20:59:59	17
2021-Apr-17 21:00:00	2021-Apr-17 21:59:59	13
2021-Apr-17 22:00:00	2021-Apr-17 22:59:59	16
2021-Apr-17 23:00:00	2021-Apr-17 23:59:59	15
2021-Apr-18 0:00:00	2021-Apr-18 0:59:59	14
2021-Apr-18 1:00:00	2021-Apr-18 1:59:59	14
2021-Apr-18 2:00:00	2021-Apr-18 2:59:59	9
2021-Apr-18 3:00:00	2021-Apr-18 3:59:59	11
2021-Apr-18 4:00:00	2021-Apr-18 4:59:59	14
2021-Apr-18 5:00:00	2021-Apr-18 5:59:59	9
2021-Apr-18 6:00:00	2021-Apr-18 6:59:59	10
2021-Apr-18 7:00:00	2021-Apr-18 7:59:59	5
2021-Apr-18 8:00:00	2021-Apr-18 8:59:59	8
2021-Apr-18 9:00:00	2021-Apr-18 9:59:59	7
2021-Apr-18 10:00:00	2021-Apr-18 10:59:59	11
2021-Apr-18 11:00:00	2021-Apr-18 11:59:59	11
2021-Apr-18 12:00:00	2021-Apr-18 12:59:59	19
2021-Apr-18 13:00:00	2021-Apr-18 13:59:59	20
2021-Apr-18 14:00:00	2021-Apr-18 14:59:59	1
2021-Apr-18 15:00:00	2021-Apr-18 15:59:59	2
2021-Apr-18 16:00:00	2021-Apr-18 16:59:59	8
2021-Apr-18 17:00:00	2021-Apr-18 17:59:59	16
2021-Apr-18 18:00:00	2021-Apr-18 18:59:59	9
2021-Apr-18 19:00:00	2021-Apr-18 19:59:59	11
2021-Apr-18 20:00:00	2021-Apr-18 20:59:59	11
2021-Apr-18 21:00:00	2021-Apr-18 21:59:59	11
2021-Apr-18 22:00:00	2021-Apr-18 22:59:59	10
2021-Apr-18 23:00:00	2021-Apr-18 23:59:59	7

