

Public Safety Services Overview

Here in the City of Indian Wells, delivering exceptional public safety to the community is our top priority. You can see this reflected in the City's FY 2019-2020 budget where 42.7% was dedicated to paying for these life-saving services. Thanks to this commitment to public safety mixed with diligent law enforcement, fire and paramedic professionals, Indian Wells enjoys one of the lowest crime rates and quickest public safety response times in the Coachella Valley.



Police Services



Every minute of every day, there are deputies patrolling the Indian Wells community and responding to calls for service. The City's contract with the Riverside County Sheriff's Department keeps residents safe through:



Two full-time Special Enforcement Team officers



Service 24/7, 365 days per year



Helicopter support when needed



Regional surge response capabilities during times of crisis



Emergency response SWAT team



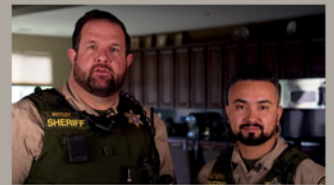
One full-time motor enforcement officer



Investigative services

What can you do to avoid being a victim of petty crime?

Simple acts like locking doors and hiding valuables will dissuade many criminals! Click the button below to learn more.



[Watch Video](#)

Indian Wells Police Department By the Numbers (FY 2019-2020)

14,606

Calls For Service
(22% increase from FY 18-19)

393

Total Citations

12

DUI Arrests

102

Traffic Collisions



Fire & Emergency Medical Services



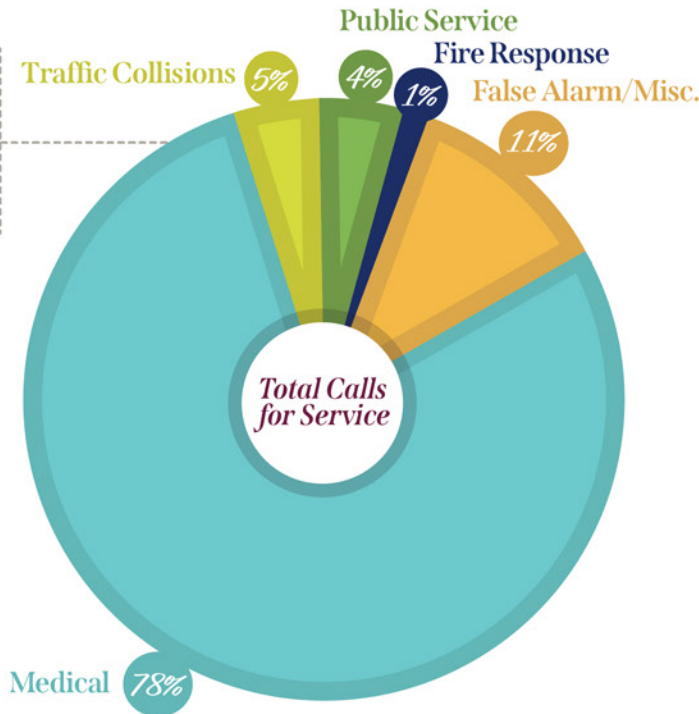
Fire and emergency medical services for the City of Indian Wells are provided through a cooperative agreement with the State of California (Cal-Fire) and the County of Riverside. Cal-Fire/Riverside County Fire Department is an all risk, full service team and has a fire station located strategically within the City of Indian Wells to provide highly effective protection for our community.

Indian Wells Fire & Medical Services By the Numbers (FY 2019-2020)

14,606
Calls For Service
(22% increase from FY 18-19)

4.5 minutes
Average response time for Code 2
(acute but non-time-critical response)

4 minutes
Average response time for Code 3
(non-urgent, routine case)



FREE Community Emergency Response Team (CERT) classes will be available to residents (once COVID-19 guidelines allow)

CERT is a nationally supported, locally implemented program that teaches people how to be better prepared for hazards that may affect their communities. You will be trained in basic disaster response skills, including fire safety, light search and rescue, team organization and disaster medical operations.



[Learn More](#)

The City is also advancing its emergency medical support of the community by moving away from Basic Life Support teams to Advance Life Support transport units, which include paramedics. This will allow paramedics to be on scene with firefighters immediately, increasing the capacity of our life safety teams to provide lifesaving services in the field at the immediate point of contact.

Emergency Preparedness Planning

The City of Indian Wells has a part-time Emergency Services Coordinator who continuously works to enhance communication tools to reach residents during a crisis, as well as help train the general community and City staff about how to respond in emergency situations. One of the key partnerships the City has made, for example, is with HOA's throughout the community. The opt-in program conducts emergency radio tests each month to ensure HOA communities in Indian Wells have a reliable channel of communication with the City in case of an emergency.

Be a part of the solution for successful emergency response!

Sign up for emergency alerts through AlertRivCo at rivcoready.org

Sign up for Nixle, an emergency alert notification service that informs residents of relevant information including severe weather, traffic, missing persons and community events by texting your zip code to 888777