Emergency Preparedness in Indian Wells

Delivering exceptional public safety is our priority. It's evident in our mission statement and is prioritized in our annual strategic goals, which guide where we spend our dollars in the biennial budget. Thanks to the dedicated efforts of our staff, diligent law enforcement and fire and paramedic professionals, Indian Wells enjoys one of the lowest crime rates and quickest public safety response times in the Coachella Valley. Here's how you can be prepared and informed for future emergencies.

1 Build a Kit. Be Prepared.

In an emergency, all residents should be prepared to take care of themselves for three days. Ensure your emergency kit is in an easy-to-access location and is stocked with:

- Three to five days of food and water for each person and pet
- At least a week's supply of all necessary medications
- A first aid kit
- A battery-powered lantern and radio
- Extra batteries
- Any other items you may need

For more information on building a kit, visit the **Riverside County Emergency Management Department webpage.**

2 Be Informed.

Are you prepared in the event of an emergency? Sign up to receive alerts directly to your mobile phone, landline or email:

- Text your ZIP code to 888777 to join the Indian Wells Nixle.

  Watch the City's instructional video to learn more.
- **Register online for Riverside County's Alert RivCo.**

3 Make a Family Plan.

After building your emergency kit, ensure all family members know where it is located. Discuss multiple exit routes from your home and decide on a meeting location outside your house and neighborhood to reconvene.



4 Get CERT Training.

Community Emergency Response Team (CERT) is a nationally supported, locally implemented program that teaches people how to be better prepared for hazards that may affect their community, including basic skills, fire safety, light search and rescue, team organization and disaster medical operations.

The City of Indian Wells and fellow Cove Communities (Rancho Mirage and Palm Desert) provide free CERT training to residents.

To learn about upcoming classes, **sign up for email notifications from the City of Indian Wells.**

Need power at your house for life-saving medical equipment?

If you or someone in your household regularly uses electrically powered medical equipment or other qualifying medical devices, sign up for SCE's **Medical Baseline Allowance Program.**

The Imperial Irrigation District (IID) operates the **Energy Assistance for Special Equipment (EASE) program,** which lowers electricity bills for households that rely on plug-in life-saving medical devices.

Indian Wells Police Department

Indian Wells' dedicated police deputies from the Riverside County Sheriff's Department patrol our community every day, responding to calls for service. The Indian Wells Police Department keeps our residents safe through:

- Service 24/7, 365 days per year
- Helicopter support when needed
- One full-time motor enforcement officer
- Two full-time Special Enforcement Team officers
- Emergency response SWAT team
- Investigative services
- Regional surge response capabilities during times of crisis



Indian Wells Fire Department

The Indian Wells Fire Department, staffed by the CAL FIRE Riverside County Fire Department, handles all fire and emergency medical services needs for our community. Additionally, emergency medical support is provided to residents through Advanced Life Support paramedics and transport units. Our Fire Department and paramedic support provide:

- 24/7 fire prevention & investigation, including a fire engine and a crew with a battalion chief, fire marshal and fire safety specialist
- All-hazards emergency response, including an ambulance and a hazmat team
- Rapid response times, with an average of 5 minutes or less
- Scalable emergency response with access to neighboring cities ready for times of crisis
- Complimentary ambulance services in the City

Indian Wells Emergency Plans

To keep residents safe in the event of an emergency, Indian Wells has developed an Emergency Operations Plan (EOP) and a Local Hazard Mitigation Plan (LHMP).

Emergency Operations Plan

A guiding document that outlines how the City organizes and manages its response to emergencies.

The EOP describes roles and responsibilities, identifies how resources are coordinated and details the procedures used to protect the community. It is activated when an incident requires structured support, cross-departmental collaboration or a clear decision-making framework to ensure an effective response and recovery. **Read our EOP.**

Local Hazard Mitigation Plan

A plan that helps reduce or remove long-term risk and protect people and property from natural disasters and emergencies.
Learn more about our LHMP.

