SECTION 3.0
SERVICE LEVEL COMPARISONS

This section provides an overview of service levels being provided by the agencies within the western Coachella Valley. It compares standards of service, current service levels and per capita cost for the services included in this review. Service levels are determined by several factors, including the General Plan, funding sources, community values, and City goals and objectives. The approach to service varies across the agencies; some have opted to contract with Riverside County for police and fire services while others have established city departments. The comparisons shown below should be considered within the context of a City's financial condition, its potential for growth, and community demographics.

3.1 Summary

Table 3.1 summarizes the services provided by each of the agencies and the per capita cost of providing the services.

Table 3.1
Service Summary and Per Capita Costs for FY 2007

Service	Cathedral City	Desert Hot Springs	Indian Wells	Palm Desert	Palm Springs	Rancho Mirage
2005 Population	52,019	21,192	4,732	47,987	44,822	15,955
Law Enforcement	$219	$218	$479	$289	$424	$337
Fire Services	$135	$51	$598	$179	$200	$298
Parks & Recreation	$3	$11	$0	$49	$121	$25
Library	**	**	$19	**	$54	$175
Street Maintenance	$23	$10	$179	$39	$19	$61
Animal Control	$4	$13	$2	$5	$12	$0
Total Revenues	$553	$623	$3,156	$1,175	$1,505	$1,529
Total Expenditures	$610	$670	$2,023	$1,179	$1,528	$1,416

**City is served by Riverside County Library System

3.2   Law Enforcement

Law enforcement services are provided through city police departments and by contract with the Riverside County Sheriff's Department. *Table 3.2* summarizes the staffing and adopted standards. *Table 3.3* summarizes the response times as reported by the agencies.

Table 3.2
Law Enforcement Standards and Staffing

Service	Cathedral City	Desert Hot Springs	Indian Wells	Palm Desert	Palm Springs	Rancho Mirage
Type	City	City	County	County	City	County
# of Sworn Officers	56	25	11	78	92	28
Adopted Service Standard	1.5	1.0	1.2	none	none	1.2
Sworn per 1,000 residents	1.1	1.2	2.3	1.5	2.0	1.8

Table 3.3
Law Enforcement Calls and Response Times (minutes)

Station	Type	Response Times			Total Calls
		Priority 1	Priority 2	Priority 3	
Cathedral City	City	7.9	6.8		32,257
Desert Hot Springs	City		Avg. 4.4		1,323
Indian Wells	County	3.0	8.8	11.2	2,267
Palm Desert	County	4.6	8.3	11.3	17,846
Palm Springs	City	5.3	6.5	11.1	58,470
Rancho Mirage	County	5.8	10.9	13.3	7,472
Unincorporated Areas					
From Palm Desert Station	County	8.7	13.4	18.8	6,860
From Indio Station	County	9.7	15.1	19.6	9,467

3.3 Fire Services

Fire services are provided through city fire departments and by contract with the Riverside County Fire Department, which contracts with the California Department of Forestry and Fire Protection. *Table 3.4* summarizes the number of calls and average response time.

Table 3.4
Fire Service Calls and Average Response Times FY 2005

Service Provider	Fire	Medical Aid	HazMat	Misc.	Total	Avg. Response Time
Cathedral City Fire Dept.	361	3,450	36	1,116	4,963	7.09 min
Palm Springs Fire Dept.	314	4,733	211	1,279	6,537	6 min
County Fire						
Palm Desert	941	5,090	0	407	6,438	2 min
Desert Hot Springs	532	2,814	0	456	3,802	5.6 min
Indian Wells	197	534	0	0	731	
Rancho Mirage						
Station 30 – Pinyon						
Station 35 – Thousand Palms						
Station 36 – North Palm Springs						
Station 53 – Garner Valley						
Station 56 – Sky Valley						

Note: Call and response time data has been requested from the Riverside County Fire Department.

Within the study area, the cities report the following Insurance Service Office (ISO) ratings:
- Cathedral City = 3
- Palm Desert = 3
- Palm Springs = 3

The ISO rating determines risk based on a number of factors within a specified service area. The ISO evaluates local fire protection capabilities in service areas and assigns a protection class rating from 1 to 10. Class 1 represents exemplary fire protection, and Class 10 indicates that the area's fire-suppression program does not meet ISO's minimum criteria. Independent insurance companies use the rating to determine fire insurance premiums, with a lower rating providing financial benefit to local property owners. The level of service, funding and resources committed to fire protection by a local government has a direct relationship to the ISO rating received.

3.4   Park and Recreation Services

Park and recreation services are provided by the cities and the Coachella Valley Recreation and Park District. The services and amenities provided by public agencies are augmented by private HOAs and resorts offering a wide range of recreational facilities, including private community parks, golf courses, and sports venues. *Table 3.5* summarizes the agencies standards and existing service levels.

Table 3.5
Park and Recreation Service Levels

Service	Cathedral City	Desert Hot Springs	Indian Wells	Palm Desert	Palm Springs	Rancho Mirage
Agency Standard (acres per 1,000 residents)	None	3.0	None	5	3.0	3.0
Existing Ratio	0.87	2.22	*	4.14	3.4	1.35
Total Existing Acreage	45.6	47.1		205	152.3	21.5
Recreation Programs Provided	No	Yes	Yes (thru CVRPD)	Yes (thru CVRPD)	Yes	Yes (thru CVRPD)

*Indian Wells has two 18-hole golf courses – the Golf Resort at Indian Wells

3.5   Library Services

Library services within the study area are provided directly by two cities, by the other cities as part of the Riverside County Library System, and by the County System directly in unincorporated areas. Table 3.6 summarizes library standards and current levels of service.

Table 3.6
Library Service Levels

Library	Volumes	Square Footage	Annual Circulation	Volumes per Capita	Square Footage Per Capita
Palm Springs Public Library	172,780	32,000	366,875	3.9	0.7
Rancho Mirage Public Library*	86,994	36,640	389,461	5.5	2.3
Riverside County Library System					
Cathedral City Branch	75,000	20,000	120,000	1.4	0.4
Desert Hot Springs Branch	32,985	3,500	NP	1.55	0.2
Palm Desert Branch	75,000	20,500	304,327	1.6	0.4
Thousand Palms Branch	6,400	4,500	16,000	NP	NP

* The Rancho Mirage Public Library also serves the City of Indian Wells.
NP = not provided

3.6   Solid Waste Services

Each of the cities within the study area has a franchise agreement with a solid waste service provider. The levels of service are similar, providing for curb side pickup and recycling programs. Under AB 939 the cities are required to report on the waste diversion within their jurisdiction; the requirement was 50 percent by the Year 2000. *Table 3.7, Solid Waste Service Rates* summarizes the current monthly service charges and reported diversion rates for Year 2004:

Table 3.7
Solid Waste Service Rates

Service	Cathedral City	Desert Hot Springs	Indian Wells	Palm Desert	Palm Springs	Rancho Mirage
Provider	Burrtec	Desert Valley Disposal	Burrtec	Burrtec	Palm Springs Disposal Service	Burrtec
Residential	$13.60	$19.02	$15.80	$6.25	$15.75	$14.71
Commercial*	$116.54	$22.20	$106.27	$87.27	$115.59	$93.49
AB 939 Diversion Rate**	54%	11%	60%	63%	60%	57%

3 cubic yard container w/ once a week pick up

**California Integrated Waste Management Board, Countywide, Regionwide, and Statewide Jurisdiction Diversion Progress Report – Year 2004 or Year 2005*