



**INDIAN PALMS**  
*Advisory Council*

**March 9, 2022 @ 6pm**  
**Hangar 19**

**MEETING MINUTES**

**Attendees:**

Raul Cabada (HOA 1), Robyn Clever (HOA 2), Jerry Tack (HOA 5), Cam Gaudet (HOA 12), Melaine Timko (HOA 14), Jack Brown (4700), Silvia Aslan (HOA 4827), Elke Botta (IPCCA), Samantha Abraham (Resort), Marne McCluskey (IPCA Liaison)

**January Minutes**

Robyn Clever moved to accept the February minutes as presented. Jack Brown seconded the motion. All approved.

**IPCA Security Update**

It was noted that in the fall, IPCA put the security contract out to tender and based on the responses decided that Allied Universal Security Services (Allied) was the best option for Indian Palms. However, it was also concluded that changes were needed with how Allied services were utilized to achieve the levels of security that the homeowners are requesting. IPAC asked David Walton a Client Manager from Allied, to attend the meeting. David shared the following information:

*Allied Universal Security Services is a worldwide operation with about 600,000 employees including 974 employees and 85% of the contracted services in the Coachella Valley. Allied currently provides access control at the front gate. Allied, because of its size, has had no problem up to now maintaining IPCA's staffing requirements, despite current staffing challenges that other companies are having.*

Last November, the Advisory Council identified Indian Palms security as a significant priority. Based on that feedback, IPCA agreed and recently approved the addition of an 8-hour, 7-day shift exclusively dedicated to patrolling Indian Palms. IPAC members have been asked to provide the areas in their HOA that they want Security to patrol beginning on April 1, 2022.

Also, an IPCA board member observed guard shack operations and worked with David Walton to begin revising procedures to tighten up the existing access control procedures. A draft of the revised procedures was provided to IPAC. Advisory council members indicated that IPCA is on the right track. For example, if a resident has not notified the front gate about a guest or vendor and they cannot be verified, they must not be let in. They advise that communication to residents about any changes regarding guest/vendor access and the tightening of front gate procedures will be important – including to new residents. (Currently, IPCA is not always notified during the Escrow process.) It is recommended that all communication channels be utilized including mass mailing, Dwelling Live, Facebook entities,

four IP groups, etc. All IPAC participants indicated they are in favor of tightening up front gate access procedures. They are invited to continue to provide feedback as the revised procedures are finalized.

### **Q&A with David Walton, Allied Universal Security Services, Client Manager**

David was previously the Chief of Police in Rancho Mirage and a member of the Sheriff's Department for 28 years and has extensive experience in law enforcement. David recently conducted a Vulnerability Assessment of Indian Palms and determined there is good access control. There have been some challenges due to the large number of HOA's in Indian Palms and their different preferences and rules and regulations. However, now that IPCA has the Advisory Council consisting of HOA Board Representatives and the Resort, those barriers will be mitigated. Guards can be given even clearer expectations and be empowered to do their jobs. There will be one set of directions instead of eighteen. And, as the IPCA implements planned security technology, less manpower will be needed and fewer problems.

IPAC members had an opportunity to ask David Walton questions. In addition to providing access patrol at the front gate, with the additional staffing, he said staff will begin security patrolling within Indian Palms and around the perimeter. The Allied employee's role is to "stop and protect" and employees receive training, including de-escalation techniques and CPR. If they are unable to deal with an issue, they will contact the police department. The security patrol will also provide incident reports so the individual HOA's can follow up on any rule infractions.

When asked to differentiate what Allied personnel can do versus police officers, David explained that police can come in anywhere; they enforce laws. The security personnel will enforce rules (e.g. no glass at the pool). When asked about trespassers, David indicated that it is a civil offense and that the guards will be able to act on the HOA's behalf and can contact the police if there is a trespasser. When asked about most effective way to control speeds and traffic violations, David said enforcement gets the best compliance. Patrol officers will have a camera/phone device to have evidence of speeding.

### **IPCA Update**

#### **1. Security Update #2**

IPCA will be implementing new security software in the fall that will improve security technology and replace Dwelling Live. The plan is to import Dwelling Live data to new system after working with HOA's to ensure data is accurate. If someone moves, guards will know via new system.

The mobile system is a separate system to the current Dwelling Live software. Guards currently don't have access to who enters using mobile credentials. In the new system coming in the fall, the gate, time, license number and whether via transponder or mobile can be determined.

#### **2. Monroe Gate Area Improvement, Streets**

No new update. Projects in progress.

#### **3. Access to Avenue 50 Gate During Festivals**

The City of Indio has agreed to keep the Avenue 50 gate open during the festivals. Residents with transponders will be able to exit and turn left towards Jackson and return the same way. They must have an authorization gate pass. IPCA is in the process of determining how to provide the authorization gate pass to residents.

#### **4. IPCA Name Change**

IPCA will be considering a name change at their next Board meeting to Indian Palms Master Association (IPMA). Many residents have expressed confusion over the responsibilities of various boards within Indian Palms. IPAC members agree this is a good idea.

#### **5. Other Issues Before the Board**

##### **Internal IP Signage**

All are in favor that IPCA take over the expense and design of “generic street signs” such as stop signs, speed limit signs, and signs to the front gate. Individuals HOA’s will continue to finance custom signs however, IPCA will help with design. All agreed that the standard speed limit in the community will be 20 MPH.

##### **IPCA 2/17/22 Meeting Requests of IPAC**

Residents at the February 17, 2022, IPCA Board Meeting asked that the following be brought before the Advisory Committee:

- a.) Remind dog owners that there is a leash ordinance and dogs must be always on leash;
- b.) Remind residents of rules to follow speed limit and to stop at stop signs; and
- c.) Consider having a community-wide garage sale in the resort parking lot.

IPAC participants agree that it is a good idea for all HOA’s to communicate the leash ordinance (and picking up after the dog) and traffic rules. An IPAC participant has already contacted an interested resident to recommend that those interested in a garage sale should contact the resort.

##### **Area behind Monument**

IPCA will clean up the area behind the monument sign. A metal barrier will be installed on top of the wall at that location to discourage wall jumpers.

#### **HOA & Resort Updates**

The City of Indio has a new plan available on their website to implement walking, biking and golf cart paths in the future.

The Resort is also considering having the popular BBQ food available in the parking lot during the festivals again. The Resort is working on a procedure to provide the front gate with a list of daily guests to the golf course and hotel.

Some HOA’s have internet included in their HOA dues. What do others think of that? For many reasons, IPAC members did not think it was a good idea.

#### **Old Business**

1. Implement new procedure so IPCA is informed about escrow transactions and new owners
2. Identification of Security Patrol Focus by each HOA
3. Send proposed focus areas to Amy Gunderson @ agunderson@desertmanagement.com.
4. IPCA Landscaping Committee – Call for Volunteers
5. Pending Food Waste Recycling Requirements
6. IPCA Website Q&A and Handout for Residents

**New Business**

No new business.

**Next Meeting**

Wednesday, April 13, 2022 @ 6pm, Hangar 19

**Adjourn Meeting**

Melaine Timko moved to adjourn meeting. Jack Brown seconded. All approved. The meeting ended at 8:01 pm.

Respectfully submitted,  
Marne McCluskey, IPAC Liaison