



Important information about the upcoming music festivals.

This year's Coachella Valley Music and Arts Festival (April 15-17 and April 22-24) is expected to draw 125,000 fans per day over two weekends. The following weekend, the Stagecoach Country Music Festival (April 29 - May 1) will attract about 75,000 per day. Since Indian Palms is so near these massive events, we are anticipating significant levels of inconvenience and stress on residents.

Most of us want these festival goers to have fun and we'll probably give them a great deal of leeway. But, if these guests are breaking laws, endangering the community in any way, or stealing your peace, please take appropriate action. To help navigate through the pressure of these festivals, here is some information and advice.

1. Emergencies

- 911

2. Security

- Front Gate Guardhouse (Allied Universal Security – Master Association): **760-863-4161**
- Patrol Masters (IPCCA Security): **877-648-0602**
- Indio Police non-emergency: **760-391-4057**

3. Short Term Rental Issues

- Indio Short Term Rental Hotline: **760-541-4222**
- Front Gate Guardhouse (Allied Universal Security): **760-863-4161**
- Patrol Masters: **877-648-0602**
- Indio Police Non-emergency: **760-391-4057**

4. Issues and information for all Indio Residents during the Festivals

- City of Indio - Festival Hotline: **760-391-4112** or Jim Curtis – jcurtis@indio.org
- Goldenvoice – Darren Carroll: 310-200-5839

Who to call:

There's a big party and too much noise at a house near me! What do I do?

There is a city code for that. Chapter 95C of the Municipal Code (Ordinance 1766) states:

It shall be unlawful for any person to make, continue, or cause to be made or continued, within the city limits any disturbing, excessive, or offensive noise or vibration which causes discomfort or annoyance to any reasonable person of normal sensitivity in the area or that is plainly audible at a distance greater than 150 feet from the source point for any purpose.

This ordinance applies to all homes within Indian Palms. Doesn't matter if it is a Short-Term Rental or not. Doesn't matter what time of day. So, if you see or hear something you feel is out of line, call Security. If you think it may be a Short-Term Rental, also call the Indio STR Hotline.

Reports of "bad behavior" at a homeowner's property in IPCCCA will be addressed by the Board. If merited, the homeowner will be called to a hearing to discuss the matter. This may result in fines.

We recommend sending an email to Nick Evans at PPM. nevans@ppminternet.com. In your email, outline what happened and who you contacted such as the Short-Term Rental Hotline, Indio PD or Security. If possible, attach evidence such as photos, videos and/or a sound recording. Most of us have a smart phone in our pocket. It is a great tool, use it.

What if it is a Short-Term Rental Property?

To add another layer of protection and response for neighborhoods, Indio has rolled out a 24/7 STR hotline 760-541-4222 and an online complaint portal www.indio.org/codeviolation. If you need to report an active complaint about a vacation rental such as a loud party call 760-541-4222. Provide the vacation rental property address, describe the disturbance. If you have any non-active complaints, such as suspicion of an unlicensed STR, you can report via the portal www.indio.org/codeviolation.

This code sets an even firmer approach to noise from STRs. New "quiet hours" begin at 9 p.m. Sunday through Thursday and 10 p.m. on Friday and Saturday. **No outside music and loud use of outside amenities are allowed during the quiet hours.** Plus... overnight occupancy is capped at two people per bedroom plus four.

What about parking?

The current rule of no parking on the streets from 1:00am–6:00am will be suspended and the following will be allowed. From 12:01am on Thursday morning to Monday morning at 6:00am, the parking enforcement will cease. However, towing will be done during these three weekends to resolve safety issues, blocking fire lanes, etc.

What about gate access and traffic?

50th Gate Access Information:

During the festivals you will need an IPCA approved sticker to access the Avenue 50th gate. There will be a security checkpoint at Jackson and Avenue 50 and any vehicle without an approved sticker will be turned away.

To get your Avenue 50 Gate Access sticker visit the temporary security station in the Hotel parking lot starting Thursday, April 7 from 10:00 a.m. to 4:00 p.m. each day through April 13. No appointment is necessary, just drop by and the sticker will be installed.

- Stickers will only be applied to vehicles that have a valid car mounted transponder. Sorry, but mobile access credentials will not be accepted.
- The vehicle license plate number will be noted on the sticker and that must match the vehicle when passing through the security checkpoint.
- No stickers will be given out without being attached to a vehicle. Please do not ask to pick-up a sticker for a friend.
- The sticker will be valid for the duration of both Coachella festivals and Stagecoach.
- The sticker access is subject to modification or revocation by the City of Indio or the Indio Police Department.

All other gates will be accessible with a transponder, or the phone app. Guests must have a pass and all guests must be registered on Dwelling Live or called in the guard house 760-863-4161.

Traffic:

From Thursday, April 14 through Sunday, April 17, Thursday April 21 through Sunday, April 24, and Thursday, April 28 through Sunday, May 1, the following roadways will be primary access routes for the festivals.

Expect significant impact to traffic at the following locations:

- Jefferson Street, southbound, from I-10 to Avenue 52
- Washington Street, southbound, from I-10 to Avenue 52
- Monroe Street, southbound, from I-10 to Avenue 52
- Avenue 48 between Jefferson and Jackson
- Highway 111 at Jefferson Street
- Highway 111 at Monroe Street
- I-10 exit eastbound at Jefferson
- I-10 exit eastbound at Monroe
- I-10 exit eastbound at Washington

On each Friday of the festivals, through each Monday, the following roads will be closed:

- Avenue 49 between Hjorth Street and Monroe Street
- Avenue 50 between Madison Street and Jackson Street
- Hjorth Street between Avenue 49 and Avenue 50
- Madison Street between Avenue 49 and Avenue 52

Expect the following delays:

Avenue 50 between Madison and Monroe Street will experience intermittent closures and delays before the festivals. Additionally, full closures will occur Friday through Sunday, April 15th – 17th, 22nd – 24th and April 29th – May 1st. The street will reopen to normal traffic patterns on May 6th.

On each Monday following the festivals, streets surrounding the festival site and Interstate 10 will be busy with over 40,000 campers leaving the area.

Consider the following alternate routes:

North and south travel, use Washington Street, Jackson Street, Calhoun Street and Golf Center Parkway

East and west travel, use Highway 111, Fred Waring Drive, Miles Avenue, Dr. Carreon Blvd., and Avenue 54

Uber Location: Avenue 49 and Monroe Street on the southwest corner

Friends & Family/ Taxi Drop Off & Pick Up: Avenue 52 and Madison Street on the northeast corner

No pedestrian or pedestrian festival access:

- Monroe Street between Avenue 49 and Avenue 52
- Madison Street between Avenue 50 and Avenue 52

Pedestrian access IS available at the corner of Avenue 49 & Monroe Street, at the corner of Avenue 52 & Madison Street, and at Avenue 52 & Monroe Street.

Additional notes: Golf carts are not permitted on any of the above-listed streets.

Approximately 40,000 guests will shuttle into and out of the concert venue from various locations throughout the Coachella Valley to help ease traffic conditions.

For concert logistics questions or problems, please call 760-391-4112 or email to concertinfo@indio.org.

