

Strengthening Homelessness Response in Santa Fe

June 3, 2025 | Governing Body Presentation

City Staff is recommending the Governing Body vote on four issues:

- Approve a 4 year **street outreach** contract
- **Terminate the month-to-month lease** at 2801 Cerillos Road
- Approve a 12-month emergency **contract for shelter operations**
- Adopt a resolution (6/11) allowing the City Manager to pursue all steps necessary to **implement a Micro Community** next to Fire Station 7 and proceed with a July 1 town hall to identify a second city-owned plot for Micro Community Development

What is this about?

Equality Affordable Housing Healthcare

Public Health Public Safety Community

Non-profits **Homelessness** Budget Crime

NIMBY Incarceration Unemployment

Volunteering Accountability Families

Retail Sector Tourism Justice Addiction

This conversation is focused on achieving two goals:

Improving the **lives of residents and business** in our city via addressing neighborhood health and safety

Improving the **lives unhoused neighbors** by adding beds in our city and strengthening the services they have access to

Why now?

The City is facing an untenable moment that affects a wide range of stakeholders, including unhoused residents, local businesses, neighborhoods, service providers, and dedicated volunteers.

We are grappling with deteriorating **street conditions, rising public health and safety concerns, and mounting strain on an already overburdened homelessness response system.**

The *status quo* is not
sustainable. for anyone.

This is a public health and
public safety epidemic.

This is an emergency

The conditions at 2801 Cerrillos Road have escalated into a **public health and public safety emergency**, marked by an epidemic of overdoses, untreated mental and behavioral health issues, and unfettered demand on emergency services.

Data from police, fire, and constituent services show a sustained and growing strain on city systems, putting shelter guests, nearby residents, and first responders at serious and ongoing risk.

Street conditions are citywide issues marked by illegal dumping and encampments.

862 encampments cleaned across the city

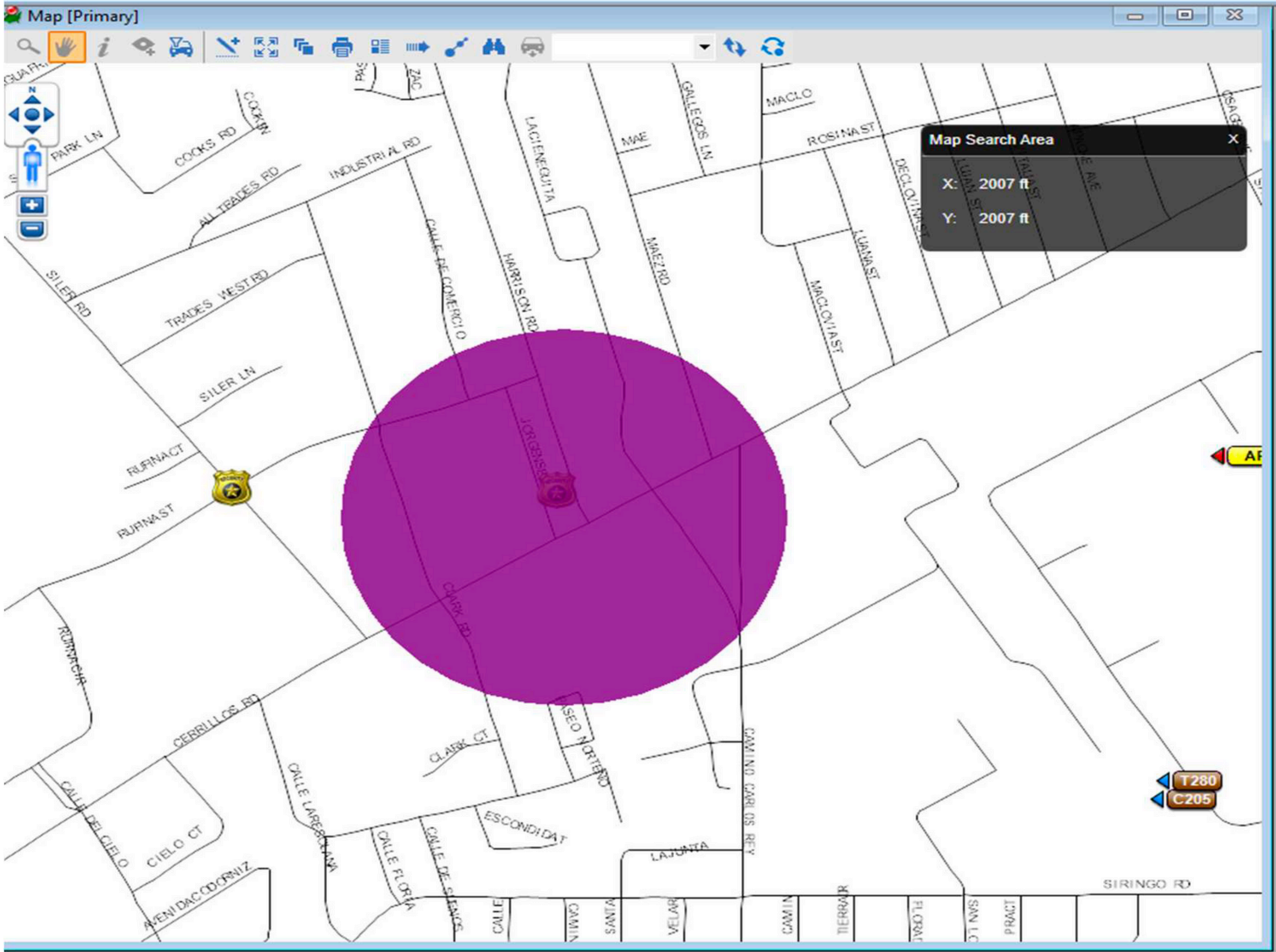
260 tons of waste removed

105 24-hour legal notices issued

\$641,000+ total annual investment in clean-up efforts

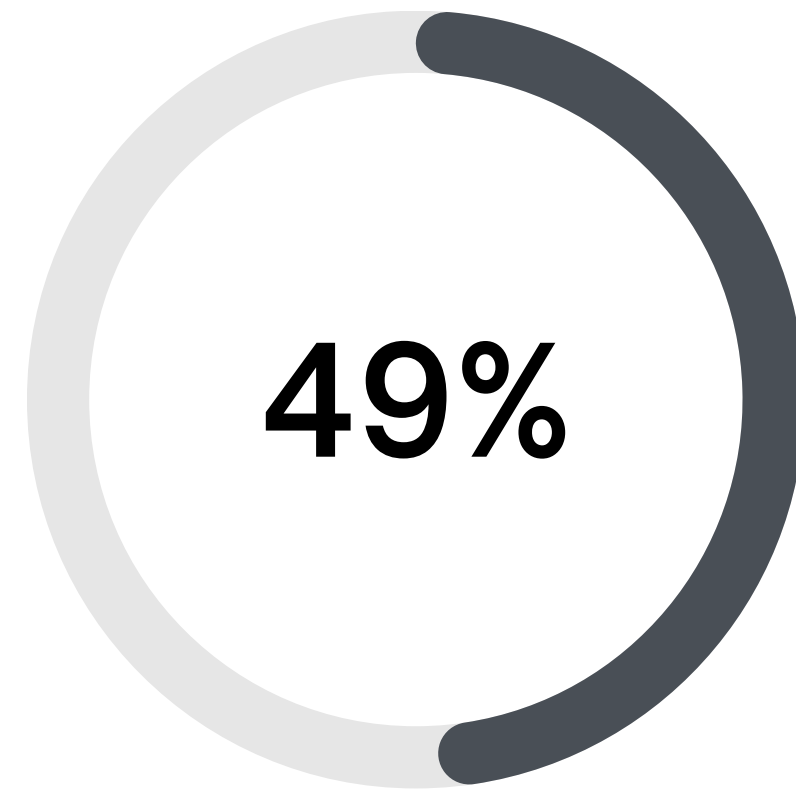
Accounts for 45% of all work orders submitted to the city
(4,083 out of 9,070 total orders)

The area surrounding 2801
Cerrillos Road bears a
disproportionate share of the
impacts.



There have been **1,903 PD** calls for service near 2801 Cerrillos Road (YTD 2025).

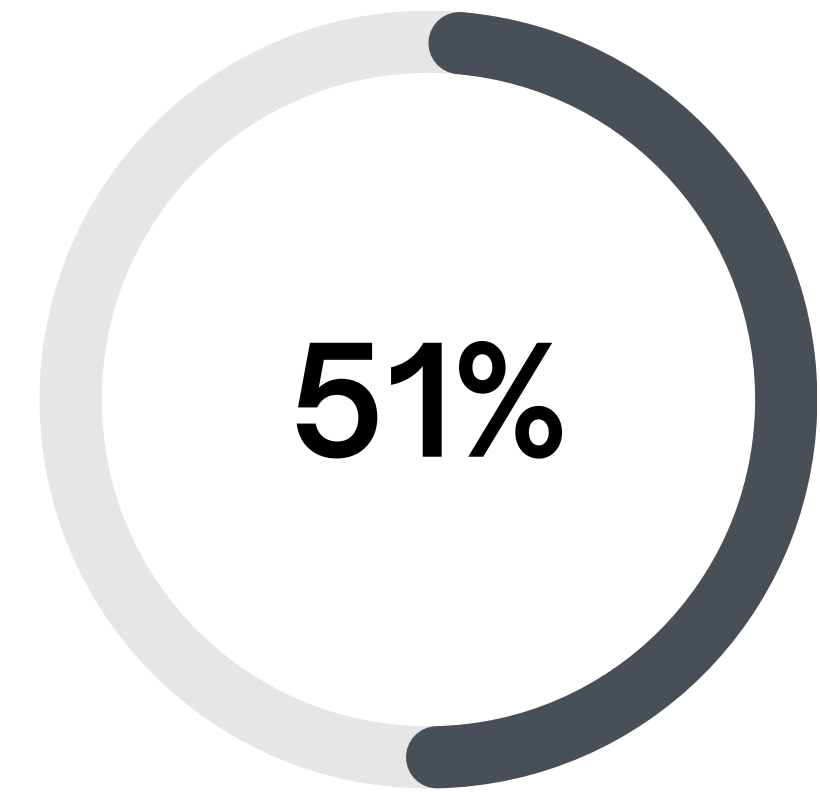
Source: Santa Fe Police Department



Proactive Actions
(% of total at area)

940

From January 1 to May 30, the area around 2801 Cerrillos Road averaged **12.7 total calls for service per day**, including **6.3 proactive** police actions such as patrols and traffic stops.



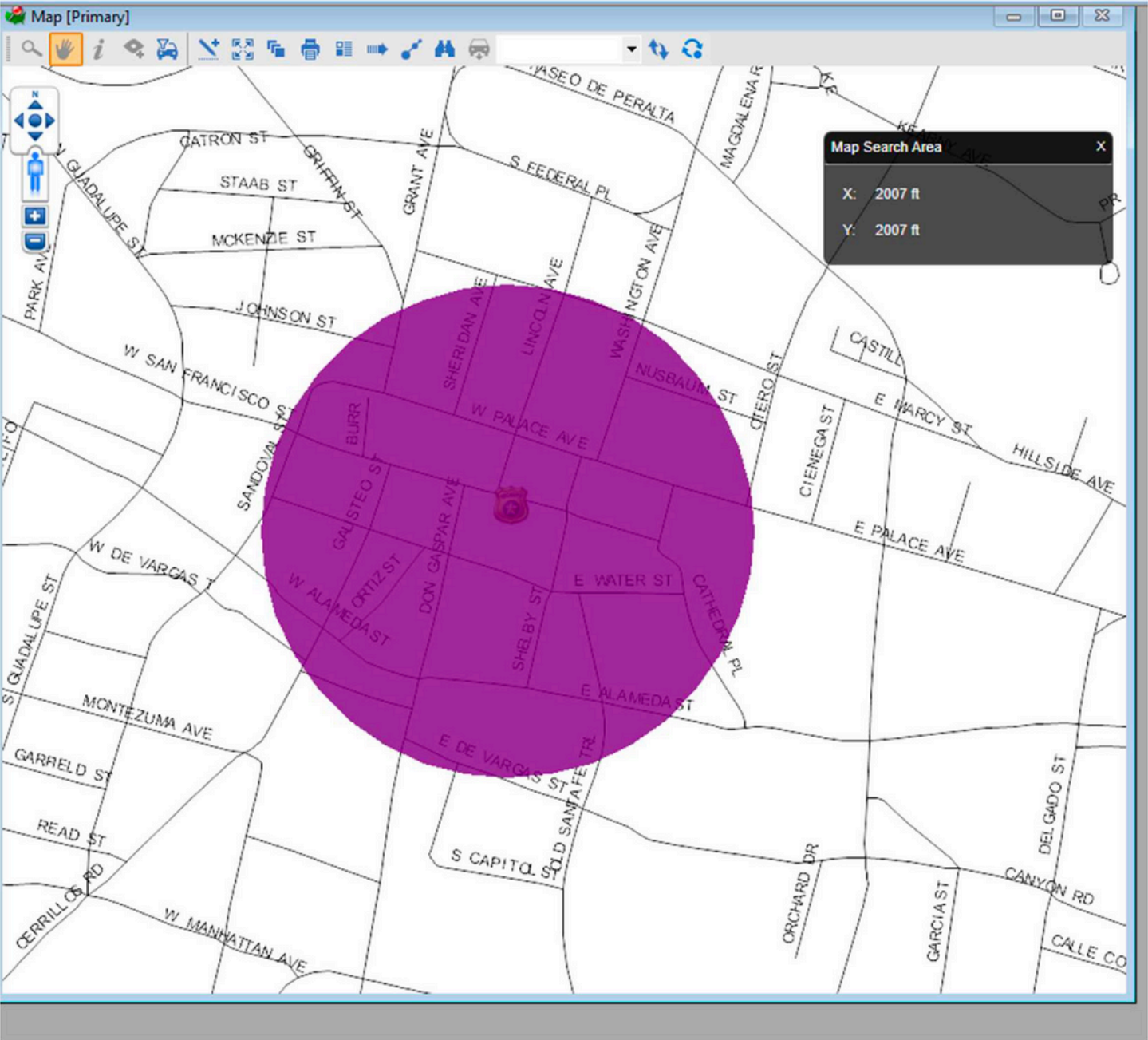
Response Actions
(% of total at area)

963

From January to May 2025, the **area around 2801 Cerrillos** **accounted for 5% of all citywide calls for service**—up from 3.7% in 2024 and 2.8% in 2023.

During the same periods, call volume in the **Plaza area** **remained steady at around 3–3.6%**. The plaza is our highest trafficked pedestrian area.

Comparing 2801 Cerillos to the Plaza



	2801 Cerillos	Plaza
January 1, 2025 – May 31, 2025	1903 (5% of City's total calls for service)	1245 (3.5% of City's total calls for service)
January 1, 2024 – May 31, 2024	1271 (3.7% of City's total calls for service)	1237 (3.6% of City's total calls for service)
January 1, 2023 – May 31, 2023	991 (2.8% of City's total calls for service)	1197 (3% of City's total calls for service)

PD Calls for Service Near 2801 Cerrillos Road

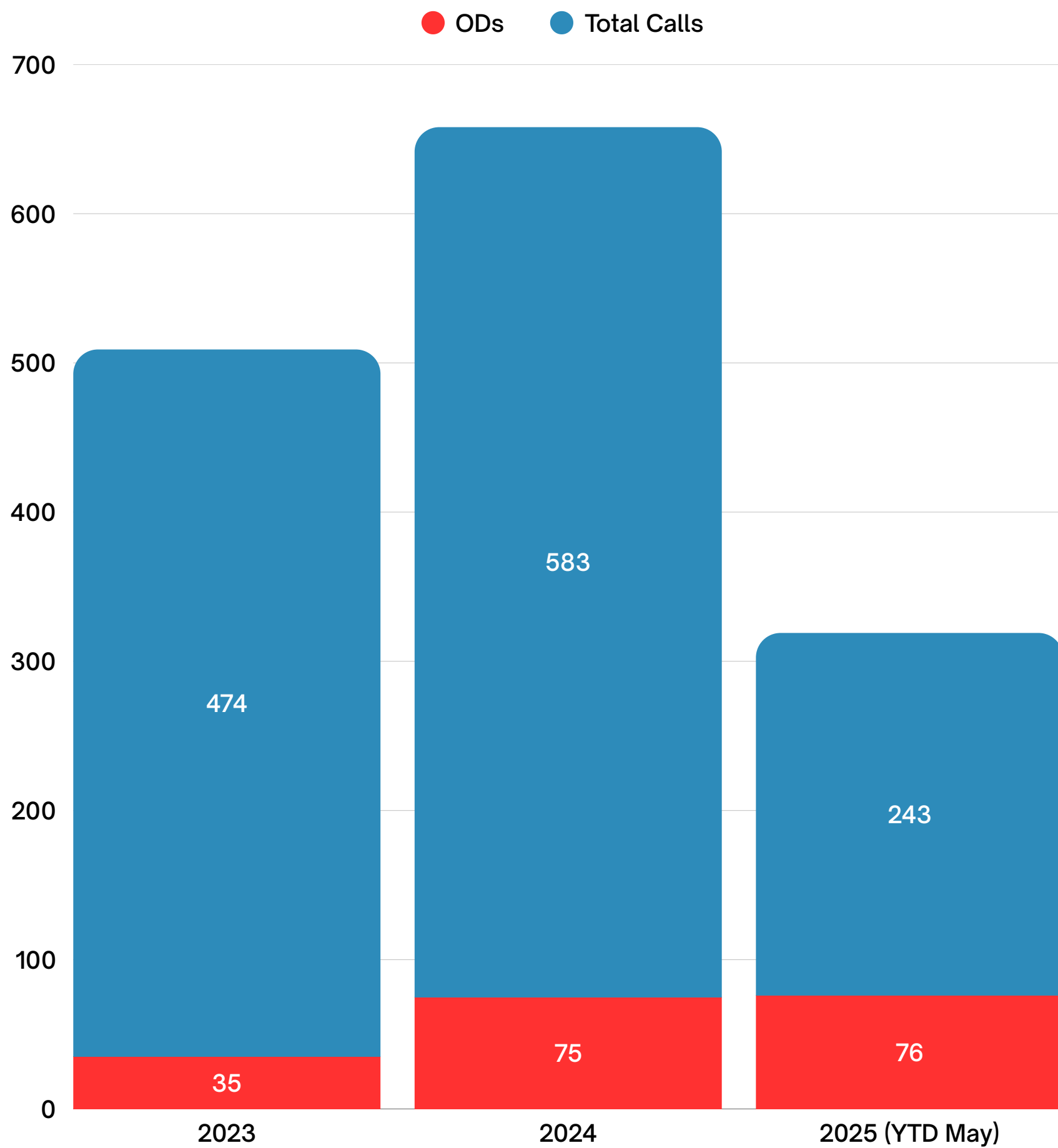
Year	Citywide Calls	Calls in Area	% of citywide calls	Close Patrols	% of area total	Traffic Stops	% of area total	Proactive Actions	% of area total
2023 (Full Year)	83,391	2,300	2.80%	335	14.50%	240	10.40%	575	25%
2024 (Full Year)	83,411	3,224	3.80%	807	25%	220	6.80%	1,027	31.80%
2025 (YTD May 30)	38,060	1,903	5.00%	816	43%	124	6.50%	940	49.30%

Source: Santa Fe Police Department

May 2, 2025 joint operation

On May 2, a joint operation with the City and New Mexico State Police (NMSP) involved undercover officers conducting surveillance at 2801 Cerillos from 11:00 a.m. to 5:00 p.m. During that period, they observed multiple individuals engaging in drug use or drug dealing in the parking lot and on Harrison Road. **Six arrests were made.**

The City also has an **outsized Fire Department response** to 2801 Cerillos.



Source: Santa Fe Fire Department

Just one-third of the way through 2025, the 2801 Cerrillos Road has **already generated 41% of the total call volume recorded in all of 2024.**

Alarming trends are also emerging in public health: **76 overdoses have already been reported this year,** surpassing the total of 75 overdoses for all of last year.

Constituent complaints: 2801 Cerrillos Road area

The area around 2801 Cerrillos Road is consistently identified by residents as the city's most pressing problem area.

Since mid-2021, constituent services logged hundreds of work orders and received a disproportionately high volume of calls tied to conditions in this corridor.

Residents frequently cite the area as a hotspot for crime, encampments, and ongoing disorder.

Constituent complaints

Harrison Road near the intersection of Cerrillos Road is filthy and littered with debris, glass and trash outside of the homeless shelter. (6/11/21)

Please explain to me how the encampments on Harrison Road near Pet's Place is not an ADA violation? The sidewalks are not clear for pedestrian use. (1/11/22)

There is a huge problem on Jorgensen Lane along the north side, neighboring the property of condos at 1190 Harrison Road. People are using the weed and tree cover to inject drugs and party at night, disturbing the peace and safety of the neighborhood. (9/8/22)

A tent surrounded by filth and trash, used needles, and shopping carts. The tent is located behind the Santa Fe Trails bus stop across the street from Pete's Place. It's been there for at least a month. (5/15/24)

I left you a message this am about the carts in front of interfaith that have been abandoned there fore days. I checked with interfaith and they have no owners for them on the property. (8/12/24)

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Constituent complaints

Harrison Rd - we need to get the homeless issue under control. Constituents mother (81 years old) had to call 911 last night because someone was trespassing and trying to sleep in her backyard - PD was called and she was arrested. (8/28/24)

Pete's Place shelter is causing a public hazard and nuisance by always having so many intoxicated and mentally unstable people loitering on the road near the intersection with Cerrillos and Harrison. There is a continuous throng of people sleeping on the street and creating a lot of trash. Can these people instead be able to loiter in the Pete's Place parking lot or taken to some sort of drunk tank? There must be some way to simply get them off of the public streets and sidewalks. (8/30/2020)

Every single day, the road on Harrison At Cerrillos is blocked, we often have to drive another route instead of using this public road to turn onto Cerrillos. Where is the obligation of Pete's place to control the area outside of the shelter? Every day people are doing drugs, hanging out, making a mess. (5/9/2025)

Along with being victims of violent crime, we also have to worry about diseases from feces. People are discharging their feces in our parking lot. They are taking off their clothes and creating an unhygienic habitat. Last week a woman took off her clothes and peed between two of our cars, Today May 8 there were 2 separate incidents. The Second situation involved a man taking off his clothes peeing first and then taking a dump wiping with his hand and then touching all of the car handles in our lot along with the garbage bins. This is exactly how disease spreads. (5/8/2025)

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A positive path forward
requires more resources,
more shelter beds, and
more quality services

Step one: improve public health, safety, and street conditions by **deploying a community-based public safety and outreach team.**

A competitively awarded 4 year contract

Santa Fe's current system relies too heavily on 911 for street-level crises. The new Street Outreach Program will deploy trained teams daily to engage people where they are, offering first aid, de-escalation, harm reduction, and connections to shelter or treatment. This relieves pressure on first responders and improves outcomes for everyone.

Only 2 agencies responded to the RFP. The seed funding comes from one time appropriations.

18 trained field staff working to keep affected clean, safe, and healing

Urban Alchemy will operate Santa Fe's outreach teams, staffed by people with lived experience and trained in trauma-informed care.

They'll walk parks, arroyos, and downtown areas, offering water, hygiene kits, and a path off the streets. They can respond to overdoses, assist with crises, link people to services, and intervene as necessary. They are not law enforcement.

Not only will they do outreach, they will staff day service locations where people can go or be transported to.

Step two: strengthen our
homelessness response system
by addressing the deteriorating
conditions at and around the City-
owned shelter

Ending the lease at 2801 Cerrillos

Interfaith Community Shelter has provided life-saving services for years, and the City deeply appreciates the dedication of its staff and volunteers. **Their work has made a meaningful difference.**

the crisis has evolved and now the City must use its building at 2801 Cerrillos Road to pursue **a new shelter model** that answers the scale and complexity of today's challenges.

A one-year contract, stabilizing shelter operations

the city cannot afford to lose a single shelter bed. the City is taking emergency action to stabilize shelter operations at 2801 Cerrillos Road through a one-year contract with Urban Alchemy.

this ensures no loss of shelter capacity while addressing ongoing public health and safety concerns. It also creates space to thoughtfully evaluate the long-term future of the site and strengthen the overall system of care.

The need has outgrown the facility

It is clear that 2801 Cerrillos is **no longer a sufficient location or facility to meet the City's shelter needs**. Over the next year, the City will develop a plan to either repurpose the site for a different community use (e.g., daycare center) and identify new locations for a replacement low barrier facility.

The City will simultaneously continue to expand the microcommunity model and make sure that we keep adding to our shelter bed capacity.

Accountability and data

Homelessness is a regional challenge, but the City has carried much of the burden. We've requested **state funding and support** and partnership from other government agencies to help share the cost and responsibility of these interventions. In the meantime, the City is repurposing previously allocated funds for these initiatives.

Santa Fe residents deserve accountability and real outcomes. We will measure success in two key areas:

- **Public safety improvements** in the surrounding area
- **Housing and service connections** made through the shelter

Step three: add beds to our shelter system by initiating work toward a new Micro Community next to Fire Station 7

Micro communities work

We know they work nationally. They work in Santa Fe.

After one year, 72% of residents at the Arroyo Chamiso Micro Community have either moved into housing or are actively on the path through vouchers and housing waitlists.

These are meaningful outcomes for people who've experienced an average of 68 months of homelessness.

Scaling a model that works

The resolution directs the city manager and the city staff to **pursue a micro community next to fire station 7 and the GCCC.**

Staff will be empowered to engage in community notification, engagement and development.

Pending community input, this site is expected to serve families and will have 30-40 units, adding 60-70 beds to our system.

Step four: build trust by hosting a **community town hall on June 1** to provide transparency, invite dialogue, and engage residents in the path forward

The city still needs beds

The Fire Station 7 site is a step in the right direction, **but more beds are still needed** to meet the scale of the challenge.

The City has committed to identifying **at least two city-owned sites** for Micro Communities.

A **July 1 town hall** will invite broader community input and help shape the next phase of this work

Accountability and transparency

These are decisive, significant and system-changing actions, with considerable budgets and **strong public interest**.

To ensure transparency and accountability, staff recommends that the Community Health and Safety Department **provide monthly public updates** to either to the Governing Body or the Quality of Life Committee as implementation moves forward.

This is similar to to what the Finance Department did while the city worked to catch up on the backlog of audits.

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