

Table of Contents

11.0	Community Services and Facilities	1
11.1	Key Findings	1
11.2	Public Safety	2
11.2.1	Emergency Services	2
11.2.2	Homelessness	6
11.3	Community Health	7
11.3.1	Social Determinants	7
11.3.2	Vulnerable Populations	25
11.4	Schools	27
11.4.1	Enrollment	28
11.4.2	Future Needs	29
11.5	Public and Private Utilities	29
11.5.1	Facilities	30
11.5.2	Energy Generation	30
11.5.3	Telecommunications	33
11.5.4	Solid Waste	34
11.6	Asset Management	35
11.7	Smart Cities	35
11.7.1	Sustainable Santa Fe 25-year Plan	35
11.7.2	LEED for Cities Gold Certification	37
11.7.3	RUBICONSmartCity Platform	37
11.8	References	39

List of Tables

Table 11-1. Economic Stability in Santa Fe	12
Table 11-2. Poverty by Race	12
Table 11-3. Poverty Status by School Enrollment	15

Table 11-4. Educational Attainment below the Poverty Level	15
Table 11-5. Educational Attainment by Race.....	16
Table 11-6. Healthcare and Medical Centers.....	18
Table 11-7. Health Insurance Coverage	19
Table 11-8. Senior Access to Health Insurance	27
Table 11-9. Disability and Poverty by Age	27
Table 11-10. Access to Internet at Home within the City of Santa Fe	29
Table 11-11. Contributing Fuel Sources to PNM’s Overall Energy.....	31

List of Figures

Figure 11-1. Proximity to Police Station	4
Figure 11-2. Proximity to Fire Stations	5
Figure 11-3. Unemployment Rates	9
Figure 11-4. Poverty Rates	10
Figure 11-5. Proximity to Nursery and Preschools	17
Figure 11-6. Public Healthcare Facilities	21
Figure 11-7. Access to Grocery Stores	23
Figure 11-8. Access to Recreation Centers and Parks.....	24
Figure 11-9. Senior Service Centers	26
Figure 11-10. School Locations	28
Figure 11-11. Public and Private Utilities Map.....	30
Figure 11-12. Solar Permits by Year per 1,000 Residents	32
Figure 11-13. Sustainable Santa Fe 25-year Plan Framework	36

11.0 Community Services and Facilities

This chapter describes the various community services and facilities that are present in Santa Fe and the Study Area. This includes public safety resources, health infrastructure, education, and public and private utilities. Understanding the needs of the community will help guide the efficient growth and management of existing and future community service and facilities, for a safe, equitable, and thriving Santa Fe.

11.1 Key Findings

Key findings regarding community services and facilities are listed below:

- Public safety is a concern for the residents of Santa Fe as crime rates are increasing and the complexity of emergency calls is growing. Generally, crime rates are increasing between 2023 and 2024, with similar rate of increase between April 2024 and April 2025. Although violent and property crimes are increasing, there are recorded declines in motor vehicle theft and burglary. All areas of the city are within a 1-mile buffer of police and fire stations, making most of the city accessible for rapid emergency response times.
- Areas on the south side and west side of the city experience poor social indicators for health and access to healthcare, as these areas are more likely to contain residents who are either unemployed or living in poverty. Healthcare facilities are generally located away from these residents and towards downtown Santa Fe, leaving these areas with more barriers in access.
- Residents who are employed can face economic instability, as half of renters living in Santa Fe pay over 30 percent of their income on housing, leaving less available funds for other necessary items, such as healthy foods.
- Children enrolled in early education are more likely to live below the poverty line if they live in the city versus the county or state. Roughly 37 percent of those enrolled in kindergarten are living below poverty, compared to 26 percent in the county and 30 percent in the state. Additionally, the percentage of people living in poverty progressively declines from kindergarten enrollment through college or graduate enrollment. Research shows that children living in poverty fail to graduate high school at a rate double that of those children who have never been poor (Hernandez, 2012). In 2023, 83 percent of students graduated high school in the Santa Fe Public School District, compared to 76 percent of those who are economically disadvantaged. In addition to poverty, reading proficiency is an indicator for high school graduation rates, and 40 percent of children in the Santa Fe Public School District were proficient in English Language Arts in 2023.
- Health insurance coverage varies across racial groups. The groups with the highest uninsured rates are those who identify as some other race, Hispanic or Latino, two or more races, and American Indian and Alaska Native.

Types of Services and Facilities

- Emergency Response
 - Police
 - Fire
 - Medical
- Homeless Services
- Health Services
- Schools
- Parks and Recreation
- Public and Private Utilities
 - Energy
- Telecommunications

- Most of the population who live with a disability are seniors (27 percent). Seniors with disabilities often live below the poverty level; however, the percentage of seniors with a disability in Santa Fe (11 percent) is less than county levels (17 percent).
- Public school enrollment continues to decline in most of Santa Fe as in many other cities. Schools located in the northern area of the city continue to see transfers in, as there are no schools located in the northern area of the Study Area, creating an intensified need for capacity on the existing northern schools. As remote and online learning becomes more available, people are opting for alternative schooling. However, access to these types of learning environments is disproportionate among income levels. Approximately 23 percent of those earning less than \$20,000 a year do not have access to internet at home, whereas only 5 percent of those earning over \$75,000 do not have access to internet at home.
- Public utilities include solid waste management, water supply, wastewater collection and treatment, and stormwater management. Private utilities, such as electricity, natural gas, and telecommunications, are owned and operated by private or investor-owned companies.
- Electricity is provided by the Public Service Company of New Mexico (PNM), which generates and purchases power from a mix of sources, including coal, nuclear, gas, and renewable sources. PNM is transitioning to 100 percent carbon-free energy by 2040.
- New Mexico Gas Company (NMGC) provides natural gas service to residential, commercial, and transportation customers, with 12,000 miles of natural gas pipeline.
- Because much of the city's infrastructure is privately managed, Santa Fe faces challenges in developing a comprehensive, citywide approach to asset management. Coordination between the City and private utility providers can help improve data transparency and ensure that infrastructure investments align with broader community planning goals.
- Santa Fe embraces components of Smart Cities in efforts such as the Sustainable Santa Fe 25-year Plan, the LEED for Cities Gold Certification, and the RUBICONSmartCity Platform. By leveraging data-driven technologies, Santa Fe enhances operational efficiency, reduces environmental impacts, and delivers improved services to its residents.

11.2 Public Safety

Emergency situations are becoming more complex in the city in regard to social crisis calls, increasing the need for meaningful solutions for police, fire, and medical services for residents. Additionally, the rise in homelessness contributes to challenges in providing a growing number of people a safe and livable environment.

11.2.1 Emergency Services

Emergency services are provided by agencies and organizations who are responsible for fast and effective protection of life and property. The primary emergency services are police, fire, and medical emergency response. Santa Fe County manages the Regional Emergency Communications Center, which receives all emergency and non-emergency calls for police, fire, and medical. These services work synergistically to contribute to a safe and livable environment. This integrated system is of particular importance as the city adjusts to increased volume and types of emergency calls and the emerging need for new types of response models.

11.2.1.1 Police

The Santa Fe Police Department is responsible for police services within the city, including patrolling, investigating, and responding to 911 emergency calls. To support emergency response, the Santa Fe Police Department uses specialized units, including a SWAT Team, Crisis Negotiation Team, Bike Patrol Team, Traffic Unit, Bomb Squad, Honor Guard, K9 Unit, and DWI Unit. Emergency calls are categorized into Priority 1, Priority 2, and Priority 3 calls. Priority 1 calls are life-threatening emergency situations, which require immediate response, such as violent crime, robbery, and assault. According to crime statistics released by the Santa Fe Police Department, the average response time (from dispatch to arrival) for Priority 1 calls in 2024 and 2025 was 7 minutes and 53 seconds. In general, best practice for police response time should be in the realm of less than 5 minutes, although jurisdictions set response times based on severity of call. The Santa Fe Police Department does not have an established response time goal.

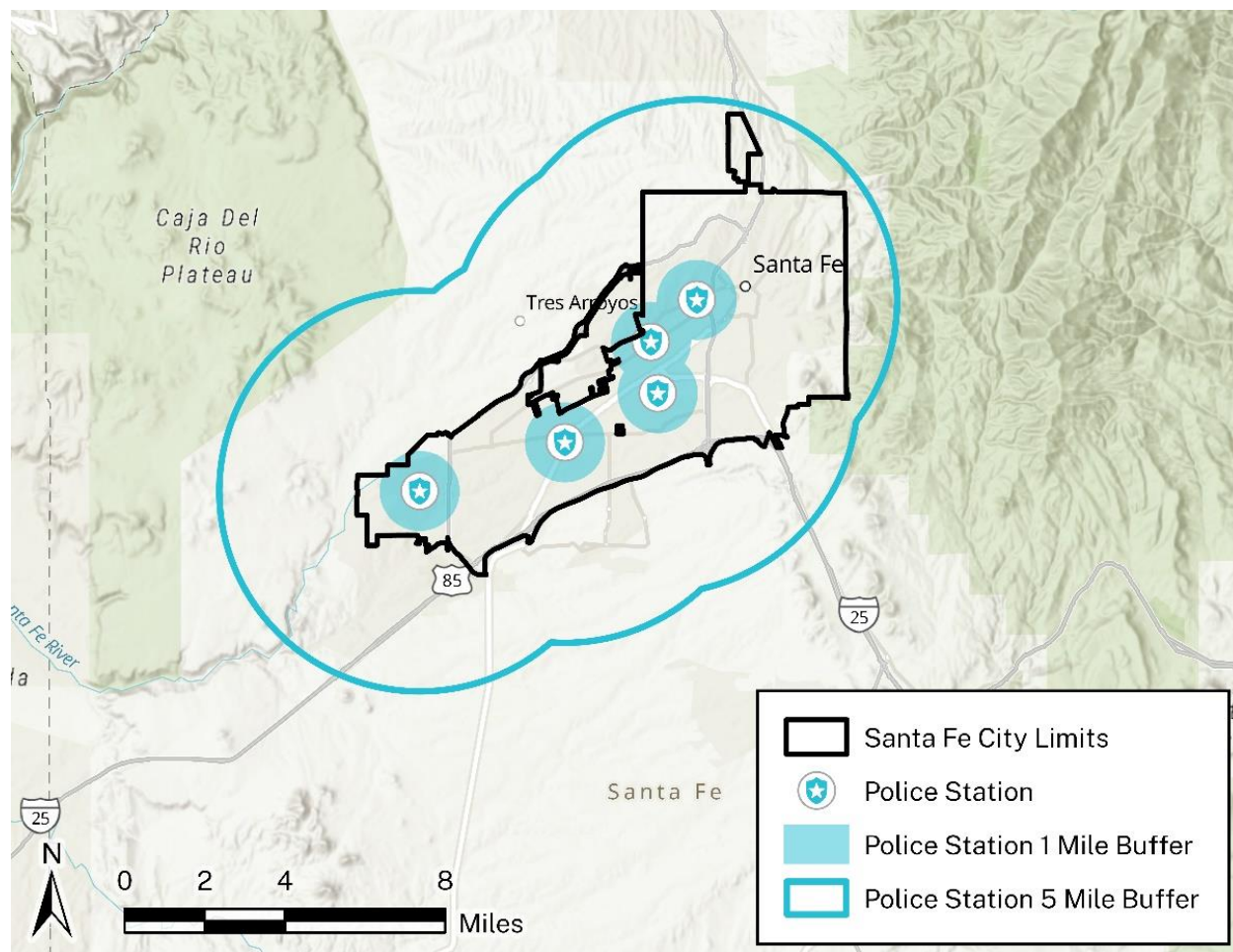
Proximity to police stations can reduce response times for emergency services, although they are largely dependent on road conditions, emergency access, and department resources. Figure 11-1 provides a 1-mile and 5-mile buffer around police stations, and as shown, areas under a 1-mile radius from police stations are located within the central portion of the city, near main corridors along Cerrillos Road, Highway 285, and Aqua Fria Street. Areas less immediately reachable are located in the western portion of the city; however, these areas are less developed compared to other areas of the city. Communities outside of the city boundary are served by the Santa Fe County Sheriff's Office. As stated above, proximity does not guarantee immediate response times, and response is largely dependent on department policies and capabilities, road conditions, and other varying factors. Response times are just one indicator of adequate police services; additional public outreach can help determine satisfaction with emergency response services.

Based on the 2024 December Monthly Report provided by the Santa Fe Police Department, the total rate of crime increased by roughly 6 percent between 2023 and 2024. By April 2025, the overall crime rate continued to increase at a similar pace (6.3 percent) from 2024, with the April 2025 report showing an increase in homicide offenses. By April 2025, there were three homicide cases, where in the same month the previous year, there were zero occurrences. Other rate increases include sex offenses (48 percent) and assault offenses (36 percent). In this same timeframe, other types of crime have declined, including motor vehicle theft and burglary, with reductions of 20 percent and 18 percent, respectively. It is important to note that these averages provide monthly indications of crime level; however, the number of crimes may vary throughout the year. Crime occurrence and type data are essential for assessing police response and its effectiveness. Future analysis could be partly informed by enhanced public engagement, and may provide valuable insights into prevailing issues and opportunities.

In recent years, the department has recognized an increase of crisis calls by those living with certain mental health conditions or mental illnesses. When an individual is in an emotional, physical, mental, or behavioral crisis, it is department protocol for police officers to use trained mental health professional to help assess and deescalate the situation. In addition to the rise in mental health crisis calls, officers are also managing drug-related calls and often arrive on the scene before emergency medical personnel. To better serve the health and safety of the public, officers receive training on the administration of life-saving drugs and are required to receive a refresher training every year, in conjunction with first aid and

cardiopulmonary resuscitation, in order to assist before the medical team arrives. Other complex issues include domestic violence training and procedures to appropriately understand the relationship between the victim and aggressor, to best keep victims safe in these situations. There is no available data indicating the success or challenges of this program.

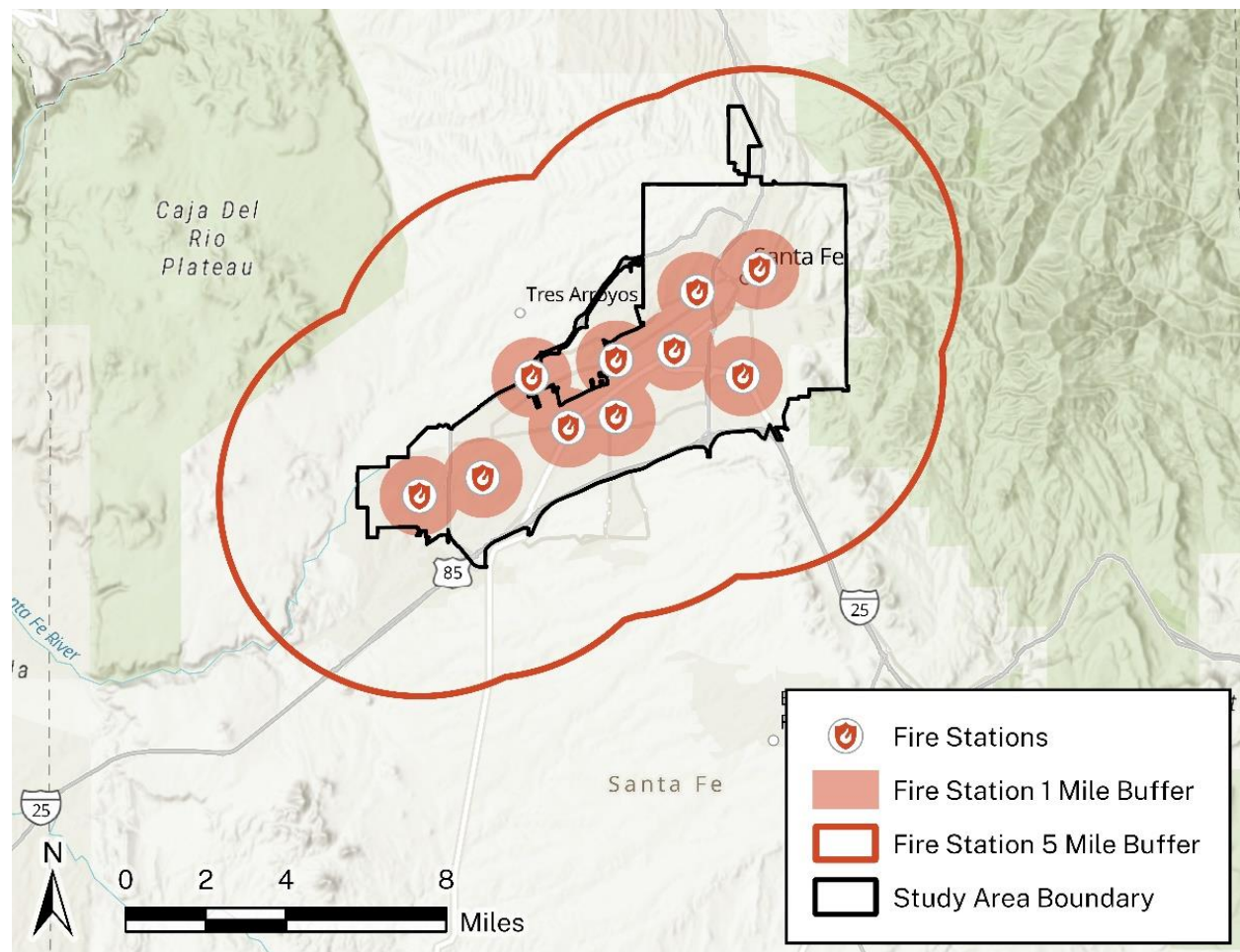
Figure 11-1. Proximity to Police Station



11.2.1.2 Fire and Medical

The City of Santa Fe Fire Department (SFFD) manages fire response and emergency medical services (EMS) for the city. There are six fire stations located throughout the city that are capable of deploying fire engines and ambulances. As a benchmark, the National Fire Protection Association (NFPA) sets response time performance standards for fire and emergency services. The NFPA standard for fire response is that the first engine should arrive within 4 minutes of dispatch. As shown in Figure 11-2, areas of the city located within 1 mile of a fire station are distributed equally throughout the city. The neighborhood districts outside city limits and in the Study Area are outside the 5-mile radius and are served by the Santa Fe County Fire Department. There is currently no available data for fire department response times to compare times and reachability. Data and public engagement to understand trends in response times would help identify adequate fire response services.

Figure 11-2. Proximity to Fire Stations



In addition to emergency response, the SFFD also manages the Mobile Integrated Health (MIH) Community Paramedicine office. The mission of this office is to provide a robust response for calls that would benefit from a comprehensive response team. Emergency response, in addition to social services, is provided to ensure the needs of all those involved are met during a time of social and behavioral crisis. The office comprises one battalion chief, one MIH paramedic, two EMS captains, one case manager supervisor, seven case managers, and one contracted masters-level social worker. The services provided are case management for at-risk, public-safety-involved individuals to engage for harm-reduction for a patient centered care. There are Alternative Response Units (ARUs) that operate Tuesday through Friday, 8 a.m. to 6 p.m. These ARUs are staffed with a paramedic and case managers for crisis intervention and social services, with backup from police if needed.

Additionally, the SFFD is faced with addressing the growing risk of wildfire in the Wildland Urban Interface (WUI)¹. The SFFD Wildland Division works with residents and homeowners' associations to maintain defensible space to reduce hazardous fuels in the WUI. There is no data available in regard to the MIH or WUI response or program success to analyze trends on available public safety resources.

11.2.1.3 Disaster Response

On a large scale, disaster management is guided by the Santa Fe Office of Emergency Management (OEM). The department works collaboratively with partners across the city for the preparation, response, and recovery from disasters. Santa Fe uses an emergency notification system to communicate with residents during emergencies, provided by Rave Mobile Safety, which sends notifications by phone, email, text, and social media, to keep residents informed. OEM provides emergency notifications, wildfire information, and severe weather warnings. Resilience and response to disasters are discussed in further detail in Chapter 13, Resilience and Climate Change.

11.2.2 Homelessness

Similar to other cities across the nation, large and small, there has been an increase in people experiencing homelessness in recent years. Currently, there are several organizations working to address homelessness in Santa Fe, through an integrated social network, including, but not limited to:

- New Mexico Coalition to End Homelessness (NMCEH)
- Santa Fe Housing Initiative Community Volunteers
- Santa Fe Mountain Center
- Life Link
- Interfaith Community Shelter
- Community Solutions
- Santa Fe Suites
- Adelante Program

NMCEH works with over 80 agencies and partner providers to offer services, housing options, resources, funding, and advocacy support. The New Mexico Balance of State Continuum of Care addresses homelessness in all areas of New Mexico outside of Albuquerque. Homelessness is an issue that spans across county and city lines; the availability of shelters, mental health services, substance use treatment, and affordable housing programs vary by region, and people experiencing homelessness may move across jurisdictions. NMCEH strives to have a coordinated system for those who are in need of rapid and stable housing by assessing a person's need at access points in several cities in New Mexico, including Las Cruces, Farmington, Albuquerque, Belen, Rio Rancho, Gallup, Taos, Santa Fe, and Silver City. Trends in homelessness were evaluated using the inventory count, also known as the Point-In-Time (PIT) Count, collected and analyzed by the NMCEH and supporting community members. While this inventory has limitations due to the nature of the count relying only on those willing to participate, the

¹ The Wildland Urban Interface, or WUI, is known as the area where development, such as buildings and infrastructure, directly meets or intermingles with undeveloped wildland vegetation. It is this transition zone that is crucial for minimizing wildfire risks, as the vegetation from the natural environment can become fire fuel, starting wildfires threatening property and natural ecosystems.

decommissioning of homeless encampments, and the fact that many individuals experiencing unsheltered homelessness not having an interest to complete a survey, it is helpful in understanding the needs of this community. The inventory is collected at the entire state level, and 195 surveys were collected in the county of Santa Fe. According to NMCEH's 2024 Albuquerque and Balance of the State Report, a count collected in January 2024 showed a total of 1,289 people were in an emergency shelter, 220 in transitional housing, and 1,231 were unsheltered in the state, excluding the city of Albuquerque. There are no state-collected PIT data inventory for any other city in New Mexico other than Albuquerque, and as an effort in addressing homelessness, the City of Santa Fe has been creating an inventory of its homeless population. Once available, trends may emerge that can help tell the story of homelessness in the city and the influence of partnerships working to address homelessness. Additionally, public engagement can help piece together missing data on a more qualitative basis to help decision-makers come to informed decision-making about programs and their effectiveness.

The number of people who are unsheltered is trending upward. In 2011, 461 people were unsheltered, compared to 2024, where approximately 1,011 people were unsheltered. Emergency shelter counts remain somewhat unchanged, where in 2012, there were 759 people residing in an emergency shelter, and in 2024, there were 746 people residing in emergency shelter. Addressing the homelessness crisis requires a robust partnership between service providers, community organizations, and private entities in order to provide emergency services to those experiencing homelessness.

Another key approach in addressing homelessness is the implementation of affordable housing, which serves households earning under 80 percent of the Area Median Income, which is \$91,500 for Santa Fe County, determined by the U.S. Department of Housing and Urban Development. The Santa Fe Civic Housing Authority and the Santa Fe County Housing Authority manage 662 subsidized rental units and manage 1,009 housing choice vouchers. In addition to subsidized housing, the Santa Fe Homes Program requires that all new housing developments provide a certain percentage of affordable units, increasing the production of affordable units in the city. These programs are important to support those who are experiencing housing insecurity.

11.3 Community Health

The health and well-being of a community is dependent on far more than solely having access to medical facilities. A person's lifestyle, access to healthy foods, a clean environment, and a strong social network can determine the health outcomes and disease risk for individuals and their communities. This section describes health indicators that have a direct impact on community health, including social determinants and vulnerable populations.

11.3.1 Social Determinants

According to the U.S. Department of Health and Human Services (HHS), social determinants of health are conditions that people experience throughout their life that influence health risks and outcomes to their quality of life. Social determinants fall into five areas: economic stability, education access and quality, health care access and quality, neighborhood and built environment, and social and community context. These five categories are not separate; they are intertwined and contribute to health disparities and inequities across communities. For example, communities that lack access to healthy foods are likely to consume less nutritious food, and, ultimately, increase the risk for obesity and other diet-

related diseases. Additionally, a lack of transportation infrastructure, vehicle ownership, and investment from healthy food markets can create a barrier for some community members to access healthy foods.

11.3.1.1 Economic Stability

Economic stability is one of the five social determinants listed above. Being economically stable provides people the opportunity to afford basic needs, healthcare, and stable housing, which are all critical for a person's well-being. Those who are unemployed or live in poverty face a greater risk of hunger and food insecurity², as they might not have the financial means to afford sufficient or healthy foods. Additionally, the cost of living and housing costs can impact a person's ability to secure other basic needs.

As illustrated in Figure 11-3, the south side and west side areas of the city face the highest unemployment rates in the city. The northern portion of the Study Area shows the biggest variation between tracts, where the foothills area experiences the lowest rate of unemployment, and Tesuque village area experiences the greatest rate of unemployment, and the block group in the southwestern area of the Study Area faces the second highest percentage of unemployment in the Study Area. As shown in Figure 11-4, poverty rates are generally higher on the south side and west side of the city. Poverty rates are generally lower in the areas immediately surrounding downtown Santa Fe. The biggest variation between rates of poverty is located north of the south and west side areas, where one tract can vary significantly from neighboring tracts, indicating a large spectrum of lived experiences and access to opportunity for people in these communities. Furthermore, in these figures, there are some areas with high unemployment, but low poverty rates, which may be explained by a concentration of people out of the workforce, with income above poverty rates, such as retirement communities.

² Food insecurity refers to the uncertainty of access to adequate food, due to economic or social conditions (HHS, 2023)

Figure 11-3. Unemployment Rates

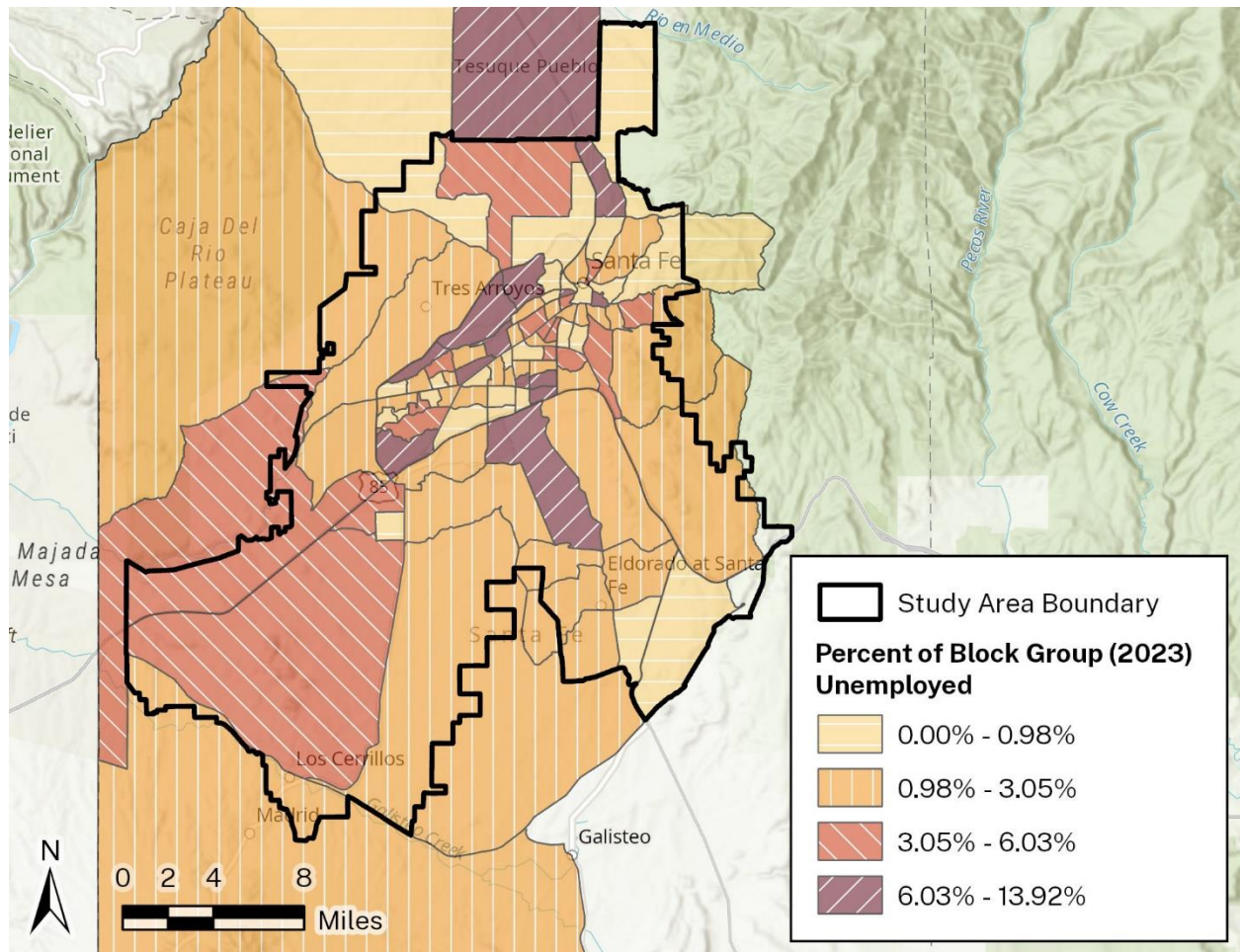
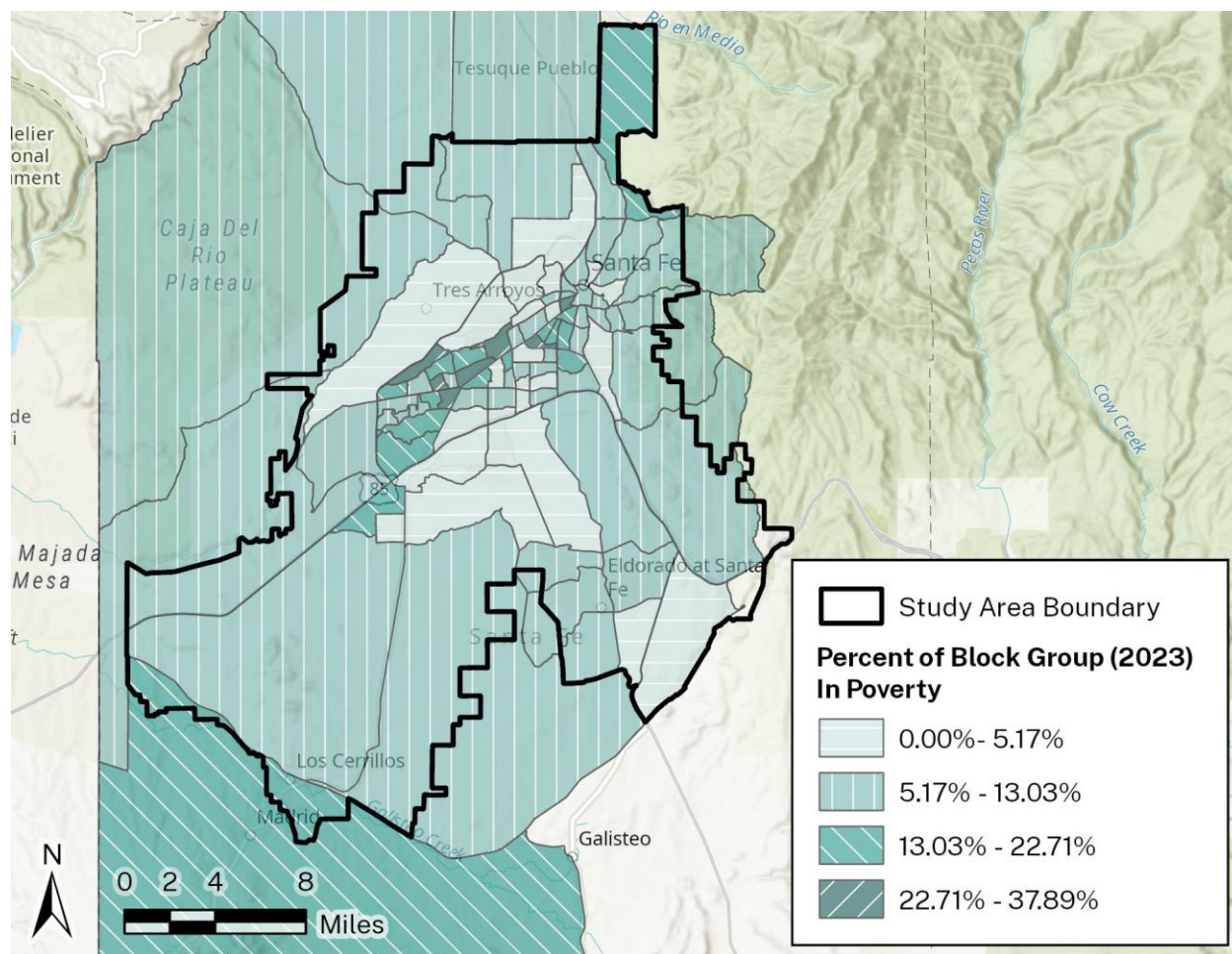


Figure 11-4. Poverty Rates



Geographically, the highest rate for those living in poverty is located on the south side and west side of Santa Fe. These tracts have rates as high as nearly 38 percent of the population living in poverty. As shown in Table 11-1, the state has a higher percentage of people living in poverty (18 percent) compared to the city (14 percent).

While steady income is a key indicator for economic stability, people who are employed may still lack available funds to support a healthy lifestyle due to other necessary expenditures, particularly the cost of housing. Those who pay over 30 percent of their income on housing are considered “cost burdened.” Nearly half (50 percent) of Santa Fe residents who rent are cost burdened, leaving less available funds for other basic needs, such as healthy food, for renters. Compared to other peer cities, however, 50 percent of renters being cost burdened is common, with some cities having rates as high as 67 percent (Boulder, Colorado) and 60 percent (Flagstaff, Arizona). This trend is similar across the state; half of the renting residents who live in the city, Study Area, and county are cost burdened. According to the American Community Survey (ACS) five-year data, 12 percent of the residents living in the city turned to food assistance programs, compared to 19 percent at the state level.

Marginalized communities³ tend to face a higher risk of food insecurity due to higher rates of poverty from decades long systemic discrimination. As illustrated in Table 11-2, across all geographies, non-white racial groups experience poverty at greater rates when compared to white alone and two or more races. Rates of those living in poverty are highest among Black or African American alone (45 percent), some other race alone (24 percent), Hispanic or Latino (non-white) origin (17 percent), and American Indian and Alaska Native alone (16 percent). Data shows that 100 percent of those identifying as Native Hawaiian and Other Pacific Islander live below the poverty line; however, due to the small sample size (54 people), the margin of error (26), it is uncertain whether the entire population of those identifying as Native Hawaiian and Other Pacific Islander race are living in below poverty level. People living in higher rates of poverty are at a greater risk for poor health outcomes as they are less likely to acquire healthy foods and are more likely to skip meals, leading to reduced physical and mental health, well-being, and school or work performance.

Cost-burdened Renters in Peer Cities (ACS 5-year Estimates)

Albuquerque City, New Mexico: 52%

Farmington, New Mexico: 48%

Las Cruces, New Mexico: 57%

Rio Rancho, New Mexico: 52%

Asheville, North Carolina: 54%

Bend, Oregon: 49%

Boulder, Colorado: 67%

Flagstaff, Arizona: 60%

³ Here, marginalized communities are referred to as groups of people who have been systematically excluded, disadvantaged, or pushed to the edges of society. An example of this is “redlining,” which is a discriminatory practice where banks and insurers deny certain racial groups, primarily Black people in the 1930s, loans and mortgages based on maps that redlined areas as too risky for investment. This marginalization is typically based on characteristics like race, ethnicity, gender, sexual orientation, disability, socioeconomic status, immigration status, religion, or a combination of these. The exclusion causes these communities to have limited access to resources and opportunities that are more easily available for groups who do not fall into the above categories.

Table 11-1. Economic Stability in Santa Fe

Place	Unemployment	Poverty	Housing Cost Burden for Renters	Food Assistance
Study Area	5.1%	N/A	49.5%	11.0%
City of Santa Fe	5.1%	13.9%	49.8%	12.4%
Santa Fe County	5.4%	12.5%	48.9%	11.0%
New Mexico	6.0%	18.1%	49.5%	18.7%

Source: ACS 5-Year Estimates, 2023

Table 11-2. Poverty by Race

Place	City of Santa Fe	County of Santa Fe	New Mexico
White alone (Hispanic or Latino)	11.4%	9.8%	14.6%
Black or African American alone	45%	37.6%	22.4%
American Indian and Alaska Native alone	15.6%	17.1%	30.4%
Native Hawaiian and Other Pacific Islander alone	100%	58.1%	27.1%
Some other race alone	23.9%	19.8%	22.9%
Two or more races	14.2%	15.4%	18.5%
Hispanic or Latino origin (of any race)	17.4%	16.3%	20.6%
White alone, not Hispanic or Latino	9.5%	8.1%	11.9%

Source: ACS 5-Year Estimates, 2023

11.3.1.2 Education Access and Quality

Early childhood development, particularly within the first five years of life, is a formative time for long-term social, cognitive, emotional, and physical development (HHS, 2023). This phase in a child's life can be affected by environmental and social stressors, and access to early education programs. Early childhood services in New Mexico (Home Visiting, Child Care Assistance, pre-kindergarten, and Head Start) all support the mental and physical development of children that may not be receiving the same educational and social interactions at home (New Mexico Voices of Children [NMVC], 2024). High-quality pre-kindergarten, childcare, and home visiting leads to children's long-term success and well-being, and since 2021, New Mexico has steadily increased the number of children served or the number of childcare and education slots funded in early childhood programs. Additionally, the City of Santa Fe

Recreation Division oversees youth services that provide after school and summer programs for high-quality childcare to over 600 school-aged children each year. These programs feature sports, swimming, ice skating, social games, and arts and crafts for the opportunity for children to learn new skills, develop self-confidence and live up to their full potential. Transportation is also provided to four elementary schools after registration. Additionally, in 2023, Governor Michelle Lujan Grisham announced eliminating costs for childcare through the New Mexico Early Childhood Education and Care Department. This program subsidizes the cost of childcare for families at or below 400 percent of the federal poverty level that are working, in school, or searching for employment.

Access to quality education is not equal across income groups; poverty poses developmental risk for many children, which in turn effects school readiness and developmental milestones (NMVC, 2024). In the city of Santa Fe, children enrolled in early education are more likely to live below the poverty line when compared to county and state levels. In 2023, approximately 37 percent (226 children) enrolled in kindergarten lived below the poverty line in Santa Fe, compared to 26 percent in the county, and 30 percent in the state. As shown in Table 11-3, children enrolled in kindergarten faced the highest poverty levels (37 percent), followed by nursery and preschool (27 percent), and then Grades 1 to 4 (23 percent). Overall, the city experiences greater rates of impoverished children enrolled below grade four when compared to the county and state. In addition to high poverty levels in early education enrollment, and as discussed in Chapter 3.0, Demographic Profile, children in the Santa Fe Public School District are scoring low proficiency levels in reading and math (40 and 22 percent, respectively), which is comparable to other districts and the state as a whole. Regardless, reading proficiency can impact educational development and is a known indicator for high school graduation. In 2023, 83 percent of Santa Fe Public School district students graduated high school compared to 77 percent of students who graduated high school in New Mexico as a whole. Research shows that children who are not reading proficiently by the end of third grade do not graduate high school at a rate four times greater than that for proficient readers (Hernandez, 2012).

Although there are a large number of children living in poverty, physical access is not an identified constraint for access to education. As illustrated in Figure 11-5, nurseries and preschools are located throughout the city, indicating most families have proximal access to nursery or preschool enrollment.

Early adult educational efforts include a newly constructed 10,000-square-foot Teen Center; a result of over a decade of community advocacy. The Teen Center provides high-quality educational and recreational programs and is designed to engage teens in personal growth and youth development through programs, such as the Garden Stewardship, where teens learn hands-on farming skills for resume, leadership, and communication skill development. Additionally, the Santa Fe Public Library system serves over 600,000 visitors annually and provides a variety of educational programs for all ages, with three neighborhood branches in the city. The libraries serve distinct neighborhoods within the city, and includes the Main Library located on Washington Avenue, the Oliver La Farge Branch located on Llano Street, and the Southside Branch located on Jaquar Drive. The above assistance programs, coupled with city services and proximal access to schools throughout the city, can have a positive impact on the quality and access to education for children living in or below poverty. However, there is much work to do, given low English Language Arts and math and proficiency scores.

High school graduation and higher education can lead to better employment outcomes and thereby increase a person's health in regard to access to healthy food, lifestyle, and health insurance coverage.

In 2023, 83 percent of Santa Fe Public School district students graduated high school, compared to 76 percent graduation rate for students who were economically disadvantaged (qualified for free or reduced-priced meals) (NMVC, 2024). In the city, nearly 24 percent of those who have less than a high school degree are below the poverty level. As shown in Table 11-4, across all geographies, educational attainment for those who are in poverty reduces as educational level increases. This may indicate that there are more safeguards for people living in poverty who are in high school, compared to adults who are aging. In recent years, the governor of New Mexico signed the Opportunity Scholarship Act, creating an inclusive tuition-free college program that covers tuition for around 10,000 students each year. As discussed later in Section 11.4, more students are opting for non-traditional school options, which might impact the percentage of those who are enrolled in higher learning education levels.

Additionally, there are racial disparities in attaining a bachelor's degree or higher. ACS data shows that those identifying as white alone, not Hispanic or Latino, obtain a bachelor's degree or higher at the highest rate. Those who identify as Asian alone complete this level of attainment at the second highest rate. Details on educational attainment achieved by race are illustrated in Table 11-5, below.

2023-2024 English Language Arts Proficiency and 2022-2023 Dropout Rates

Here, English Language Arts scores are based on New Mexico's Measures for Student Success and Achievement tests for Grades 1 through 8 and SAT scores for Grade 11 students. Dropout refers to a student who was enrolled during the previous year but is not enrolled at the beginning of the following year. This rate excludes students who may have been transferred to another district (NMVC, 2024).

New Mexico State: English Language Arts Proficiency – 39% and Dropout Rate – 7%

Santa Fe Public Schools: English Language Arts Proficiency - 40% and Dropout Rate - 6%

Farmington Municipal Schools: English Language Arts Proficiency – 35% and Dropout Rate – 6%

Las Cruces Public Schools: English Language Arts Proficiency – 39% and Dropout Rate – 6%

Rio Rancho Public Schools: English Language Arts Proficiency – 50% and Dropout Rate – 5%

Taos Municipal Schools: English Language Arts Proficiency – 44% and Dropout Rate 7%

Table 11-3. Poverty Status by School Enrollment

	Student Population below Poverty Level			
School Enrollment	City of Santa Fe		Santa Fe County	New Mexico
	Count	%	%	%
Nursery and preschool	274	27.2%	23.9%	23.0%
Kindergarten	226	37.4%	26.2%	30.1%
Grades 1 to 4	634	22.5%	16.4%	23.9%
Grades 5 to 8	824	21.4%	17.1%	29.6%
Grades 9 to 12	573	15.1%	17.1%	28.1%
College undergraduate	599	19.5%	16.5%	22.3%
Graduate or professional school	105	10.1%	10.4%	14.4%
Not enrolled	8,364	12.1%	11.1%	16.3%

Source: ACS 5-Year Estimates, 2023

Note: population is determined for those aged 3 and over

Table 11-4. Educational Attainment below the Poverty Level

	Population below Poverty Level					
	City of Santa Fe		Santa Fe County		New Mexico	
	Count	%	Count	%	Count	%
Less than high school graduate	1,447	24.4%	2,339	23.9%	54,164	31.4%
High school graduate (or equivalent)	2,094	16.3%	3,544	15.1%	70,441	19.2%
Some college, associate's degree	2,274	13.2%	3,687	11.5%	68,141	15.0%
Bachelor's degree or higher	1,987	6.6%	3,176	6.1%	26,807	6.1%

Source: ACS 5-Year Estimates, 2023

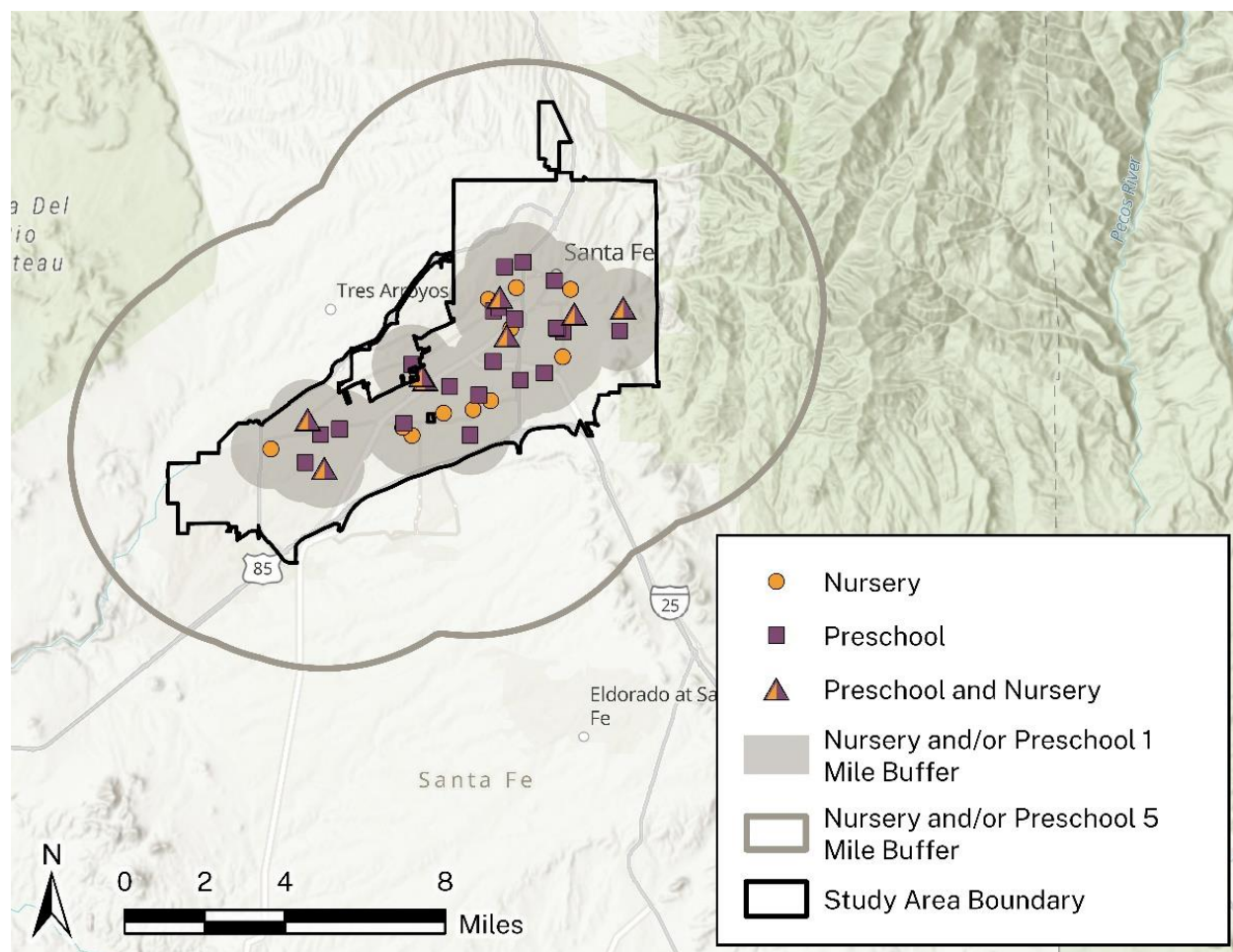
Note: population size is for those aged 25+ of which poverty status can be determined

Table 11-5. Educational Attainment by Race

	City of Santa Fe	
	High School Graduate or Higher	Bachelor's Degree or Higher
White alone (Hispanic or Latino)	94.3%	55.2%
Black alone	94.7%	51.0%
American Indian or Alaska Native alone	87.4%	20.7%
Asian alone	91.3%	63.8%
Native Hawaiian and Other Pacific Islander alone	100.0%	0.0%
Some other race alone	78.4%	18.6%
Two or more races	87.0%	28.5%
Hispanic or Latino origin (of any race)	82.3%	20.9%
White alone, not Hispanic or Latino	98.3%	67.2%

Source: ACS 5-Year Estimates, 2023

Figure 11-5. Proximity to Nursery and Preschools



11.3.1.3 Access to Healthcare

Health insurance coverage plays a vital role in determining health outcomes for communities. Without appropriate coverage, most people cannot afford primary and specialist routine check-ins, preventative screening, or treatment. Within the city, at least 10 percent of the population is not covered by insurance. This requires greater out-of-pocket expenses for the uninsured. Of those who are uninsured, groups with the highest representation identify as some other race (20 percent), Hispanic or Latino (17 percent), two or more races (16 percent), or American Indian and Alaska Native alone (16 percent).

In addition to having health insurance, people must be able to physically access services in order to use them. As shown in Figure 11-6, there are limited facilities present in the southwest portion of the city, leaving residents in this area with less access when compared to other areas, such as the areas proximal to downtown Santa Fe where most facilities are located. It should be noted that this data pertains exclusively to public health care facilities. Private health care providers tend to be more evenly distributed across the city center, with availability decreasing toward the peripheral areas. As such, those located near city limits and farther from the city center do not have the same access to health

centers as those residing near the center of the city. These physical barriers may put limitations on access to emergency, primary, and specialized health services.

Table 11-6 lists healthcare and medical centers and Table 11-7 displays health insurance coverage.

Table 11-6. Healthcare and Medical Centers

Place	Location	Type(s) of Services
Hospitals		
CHRISTUS St. Vincent Regional Medical Center	455 St. Michael's Dr, Santa Fe, NM 87505	Level II trauma center, emergency care, surgery, cancer treatment, women's health, diagnostic screening, behavioral and mental health, specialist
Santa Fe Indian Hospital	1700 Cerrillos Rd, Santa Fe, NM 87505	Family medicine, pediatrics, prenatal, psychiatric, behavioral health, dental, optometry, pharmacy, laboratory, internal medicine, audiology, X-ray services
Presbyterian Santa Fe Medical Center	4801 Beckner Rd, Santa Fe, NM 87507	Urgent care, imaging, surgery, behavioral health, cardiology, endocrinology, family medicine, women's health, pediatrics
La Familia Medical Center	1035 Alto St, Santa Fe, NM 87501	Diabetes management, immunization, women's health, prenatal, family planning, telehealth, senior care, medication assisted treatment
Urgent Care		
Railyard Urgent Care	831 S St. Francis Dr, Santa Fe, NM 87505	Urgent care only facility
Primary Care		
Pure Life Family Practice and Medi-Spa	9 Cll Medico, Santa Fe, NM 87505	Family medicine
Stay Well Health Center	1100 S St. Francis Dr, Suite 1000, Santa Fe, NM 87505	Primary care, health coaching
EverCare Family Practice	1911 5th St, Suite 101, Santa Fe, NM 87505	Family medicine, women's health, skincare
Combined Urgent and Primary Care		
Concentra Urgent Care	720 St. Michael's Dr, Suite C, Santa Fe, NM 87505	Walk-in urgent care, physical therapy, telemedicine, work health screenings, physical therapy
Aspen Medical Center Urgent Care	3450 Zafarano Dr, Suite C, Santa Fe, NM 87507	Primary care, urgent care, physicals

Place	Location	Type(s) of Services
Clinic		
Unity Medical Clinic	2055 S Pacheco St, Suite 300, Santa Fe, NM 87505	Pediatrics, adult medicine, women's health, cosmetic procedures
Southwest Care Harkle Clinic	649 Harkle Rd, Suite E, Santa Fe, NM 87505	Primary care, pediatrics, women's health, HIG/Hepatitis C care, behavioral health, pharmacy
Mental Health, Behavioral, Substance Abuse, Homelessness		
Health Care for the Homeless	1532 B, Cerrillos Rd, Santa Fe, NM 87505	Medical clinic, primary healthcare, dental care, mental health and substance abuse, cancer screening, dental, family planning, vaccinations, women's health, needle exchange, sexual abuse support services, transportation services
Santa Fe Health Services	1549 S St. Francis Dr, Santa Fe, NM 87505	Outpatient behavioral health, mental health and substance abuse, detoxification
Healthy Tomorrows Van- PMS	820 Paseo De Peralta, Santa Fe, NM 87501	Healthcare, health screening
Southwest Care – Behavioral Health	119 E Mercy St, Suite 202, Santa Fe, NM 87501	Behavioral health, individual and group counseling, medication management
The Life Link	2325 Cerrillos Rd, Santa Fe, NM 87505	Mental health services, behavioral training, substance monitoring, wellness education
MESA Medical Navigation	120 S Federal Pl, Santa Fe, NM 87501	Healthcare navigation services

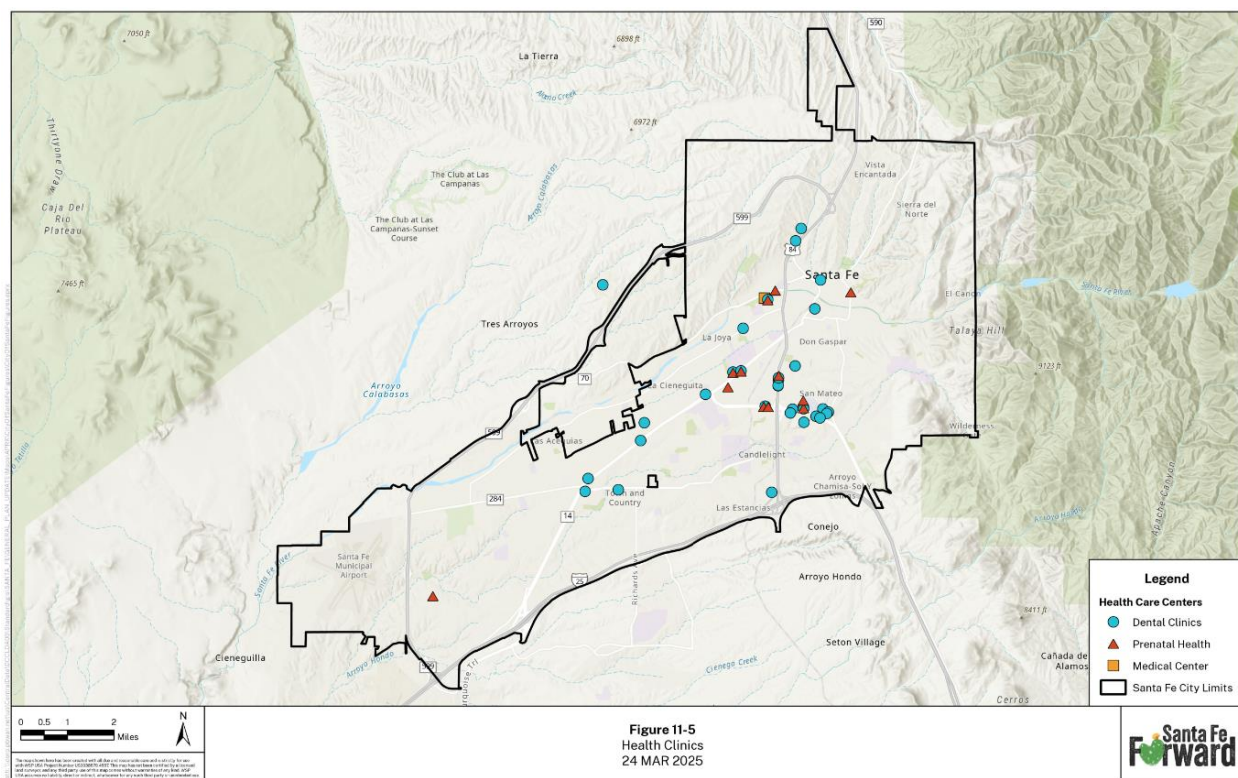
Table 11-7. Health Insurance Coverage

	Insured Count	Percent Insured	Uninsured Count	Percent Uninsured
Total	78,571	89.5%	9,228	10.5%
White alone (Hispanic or Latino)	49,966	93.1%	3,680	6.9%
Black or African American alone	965	90.3%	104	9.7%

	Insured Count	Percent Insured	Uninsured Count	Percent Uninsured
American Indian and Alaska Native alone	1,511	84.6%	275	15.4%
Asian alone	1,466	89.5%	172	10.5%
Native Hawaiian and Other Pacific Islander alone	54	100%	0	0.0%
Some other race alone	7,963	80.5%	1,925	19.5%
Two or more races	16,646	84.4%	3,072	15.6%
Hispanic or Latino (of any race)	36,587	83.4%	7,260	16.6%
White alone, not Hispanic or Latino	35,830	96.5%	1,292	3.5%
Native born	70,175	94.0%	4,502	6.0%
Foreign born	8,396	64.0%	4,726	36.0%

Source: ACS 5-Year Estimates, 2023

Figure 11-6. Public Healthcare Facilities



11.3.1.4 Neighborhood and the Built Environment

The neighborhood and the built environment that a person lives in also plays a role in determining one's health outcomes. Factors that contribute to a healthy neighborhood and built environment include walkability and accessibility of green spaces, proximity to grocery stores, and options in public transportation (NIH, 2023). Residents who live in areas where transportation options are limited and travel greater distances to services are likely to have more hurdles in accessing green spaces for recreation and choosing a healthy lifestyle. For example, people who are within walking distance of parks and recreation centers are more likely to engage in physical activity compared to someone who would need to drive great distances to access a park and recreation facility. This physical barrier may reduce a person's options to exercise and ultimately impacts healthy patterns. Other factors that are detrimental to neighborhoods include land uses that contribute to pollution, such as freeways, landfills, and industrial facilities that contribute to air, noise, and water pollution. This disparity in access and pollution exposure can impact the livability and health of certain communities.

The City of Santa Fe and the Santa Fe County cooperate to manage solid waste through the Santa Fe Solid Waste Management Agency. Solid waste is collected and disposed of at the Caja del Rio Landfill, and recyclables are collected, processed, and marketed at the Buckman Road Recycling and Transfer Station, both located north of the west side of Santa Fe. In the past, landfills were often unlined, and toxins would easily leach into groundwater. The 2015 Solid Waste Management Plan provides action steps to protect human health and the environment. New landfills are now lined and better regulated,

to ensure toxins do not leach into groundwater. However, air quality and odor are still a concern as landfills can release harmful gases, and heavy trucks transporting waste can contribute to poor air quality.

As displayed in Figure 11-7, residents living near the city limit boundary, especially in the southwest, have less access to grocery store options within a 10-minute drive. The south and west sides of the city also contain the highest rates of unemployment and people living in poverty, adding to barriers to food access. Further away from downtown, the less access to grocery stores; those living in rural areas in the Study Area have less accessibility to healthy foods when compared to those living within the city limits, as these areas are less developed compared to downtown Santa Fe.

In addition to accessing groceries, engaging in physical activity can contribute to preventative health, as physical activity can reduce the risk for cardiovascular disease and diabetes, is associated with lowered risk of cancer, and increases mobility for reduced injury and falls (NIH, 2025). Walkability to recreation centers, city parks, and open space areas allow for residents to engage in active or passive activity. Santa Fe boasts 77 developed parks, 26 undeveloped parks, and 170 miles of trails, for a total of more than 2,500 acres of parks and open space across the city that are open daily from sunrise to sunset. They feature 35 playgrounds, 20 basketball courts, six multi-purpose fields, 16 tennis courts, five BMX tracks, and three skate parks. Santa Fe has also started community gardens in several parks to engage residents in gardening and support food security. As illustrated in Figure 11-8, city parks and open space is provided throughout the city, and residents living closer to downtown areas have access to recreational centers owned and operated by the City.

Figure 11-7. Access to Grocery Stores

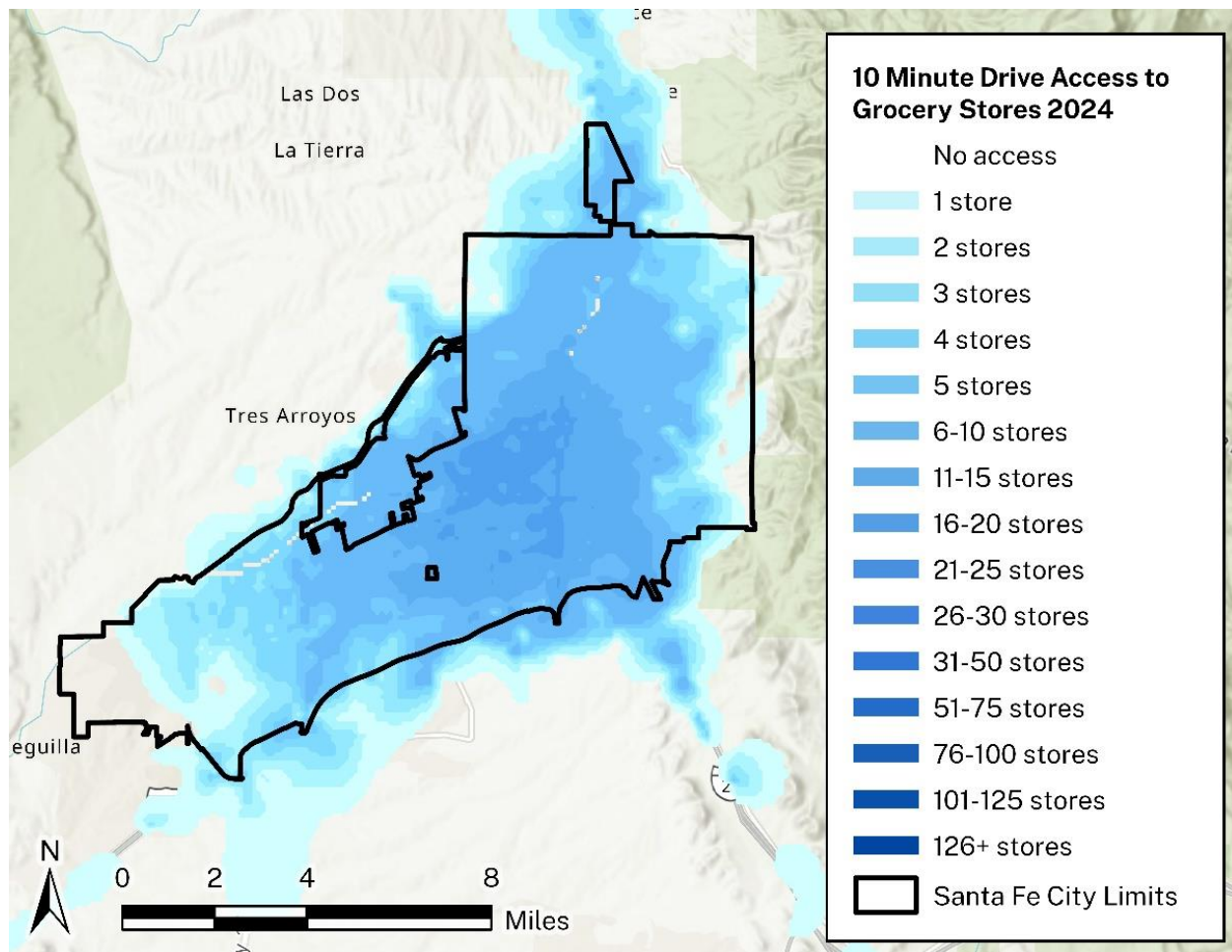
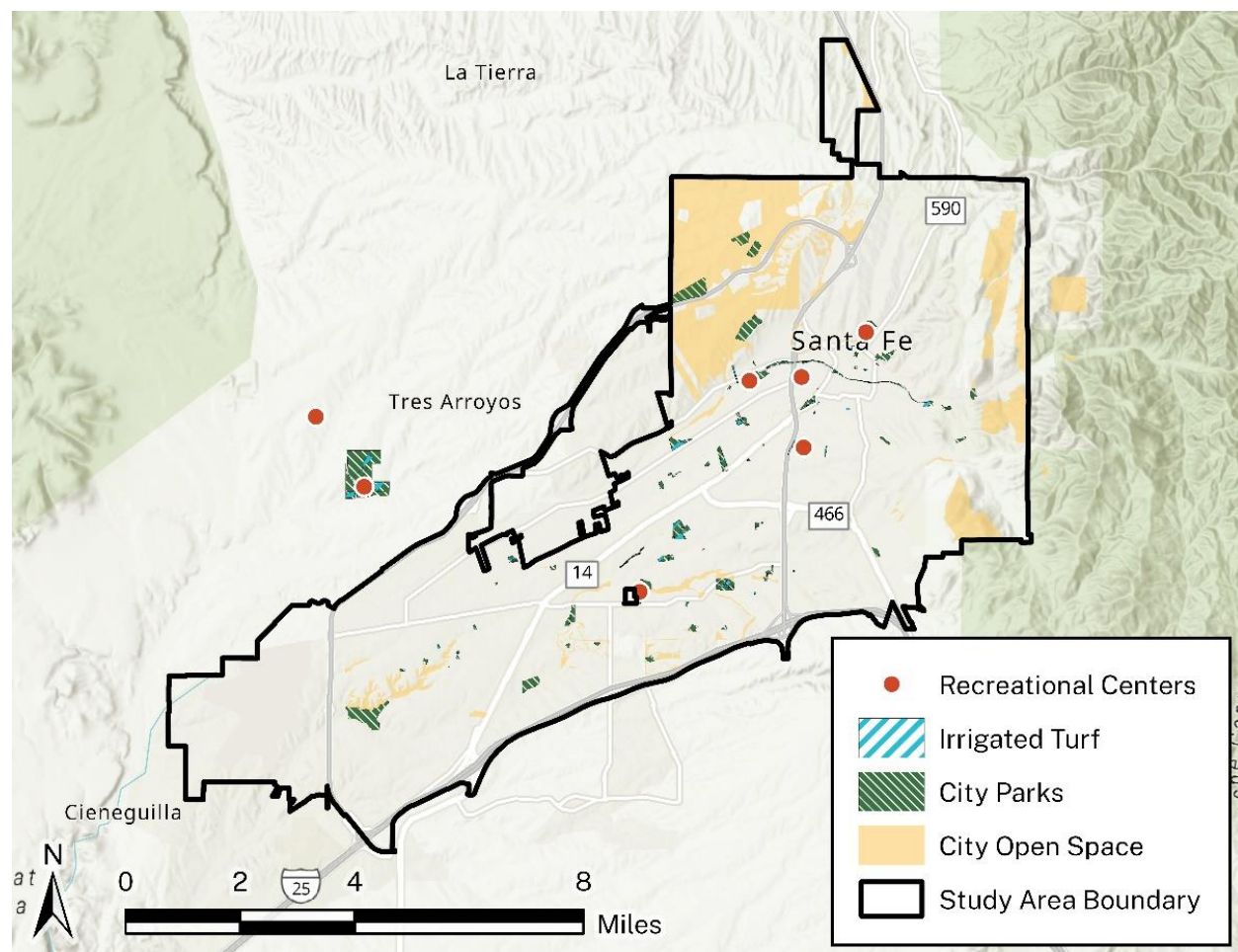


Figure 11-8. Access to Recreation Centers and Parks



11.3.1.5 Social and Community Context

One's social needs play a significant impact on an individual's well-being. People's connections with institutions, whether social, religious, cultural, or occupational, are the social fabric that provides a sense of connectedness and community. Civic participation can provide opportunities for involvement and social cohesion, whereas disproportionate incarceration among certain communities can negatively impact social and community cohesion and well-being. Incarceration data at the city and Study Area level is not available from the U.S. Census Bureau; however, according to the Bureau of Justice, Black and American Indian/Alaska Native prisoners are disproportionately incarcerated in the United States under the jurisdiction of state or federal correctional authorities. The State Penitentiary and Santa Fe County Adult Correctional facility are both located in Santa Fe. Both facilities contain reentry programs to better prepare people for integrating back into society outside of the facilities.

CONNECT, a state-funded initiative, is committed to community connection through a network of clinics, community organizations, and City and County programs available throughout the state. The network works towards ensuring reliable transportation, housing, utilities, and safe environments by connecting

people with services. In 2019, the City of Santa Fe joined as a partner, and in 2021, the network had over 200 navigators in over 60 programs funded by the City and County.

“New Mexicans have always known how to take care of each other, especially in difficult times. CONNECT is a way for the City and County to support the agencies doing such good work in our communities and to respect and champion the expertise of those people who help the people.” – Kyra Ochoa, Director of Community Services Department, City of Santa Fe

11.3.2 Vulnerable Populations

Vulnerable populations are disproportionately affected by poor social determinants of health, making them more likely to experience poor health outcomes. These populations tend to include the elderly and young, people living with disabilities, low-income or the unhoused, veterans, and the LGBTQ+ population (Schillinger, 2021). It is important to note that poor social determinants are often intersectional; a person may experience more than one social indicator, which are often interrelated with greater influence on health disparities. For example, minority groups represent a larger portion of low-income individuals who may have greater barriers for accessing a healthy lifestyle, and LGBTQ+ people experience higher rates of homelessness compared to the non-LGBTQ+ population.

Senior citizens (65 years old and over as defined by the U.S. Census Bureau) are a vulnerable population in healthcare due to the increased risk of chronic diseases. The Division of Senior Services offers programs at three senior centers throughout the city to senior citizens 60 years and older. Senior services are primarily located near the city center. Without reliable transportation, seniors living outside the city center may find it challenging to access the services that providers and programs provide. Thus, the division offers door-to-door transportation services to and from City Senior Centers between Monday through Friday from 8:30 a.m. to 4 p.m. to assist seniors 60 and over. Transportation services also include but are not limited to grocery stores, and hair salons, while medical appointments are prioritized. Additionally, another challenge for seniors is not having health insurance, although less than 1 percent of seniors in the city do not have health insurance. Those living farther from senior services who do not use transportation services are even more at risk for inequitable healthcare. As illustrated in Figure 11-9, seniors living in the western area of the city will have a challenging time accessing senior services. It is worth noting that these areas also contain the highest rates of poverty. Table 11-8 displays healthcare insurance access for seniors.

Another group of vulnerable people are the very young, as their experience and start in life is often dependent on the parents' lived experience, such as income and education levels. More so, early childhood development is an important stage in a person's life, as this is when the human brain undergoes rapid development for future learning, behavior, and health. As discussed above, children in non-white households with parents who attain less than a high school degree are more likely to be living in poverty. Of the entire population of children enrolled in nursery and preschool, 27 percent are living in poverty. Services that work to enhance children's likelihood of success include the Youth and Family Services Division, which oversees multiple boards, committees, commissions, and City of Santa Fe special projects. The Children and Youth Commission provides funding and support for local non-profit organizations and public-school programs. These programs provide kids of all socioeconomic backgrounds the opportunity to engage in a wide range of activities to ensure children are learning in a fun and safe environment. These programs are important as they provide social services and cohesion,

an important facet in improving community and individual well-being, as discussed above in Section 11.3.1.5.

Another vulnerable group are those living with a disability. As shown in Table 11-9, seniors make up the largest group living with a disability in the city, county, and state. In Santa Fe city limits, 28 percent of the senior population are living with a disability. Of those, 11 percent are also living in poverty. Those who are aged 18 to 64 with a disability are experiencing poverty at a greater rate of 30 percent.

Figure 11-9. Senior Service Centers

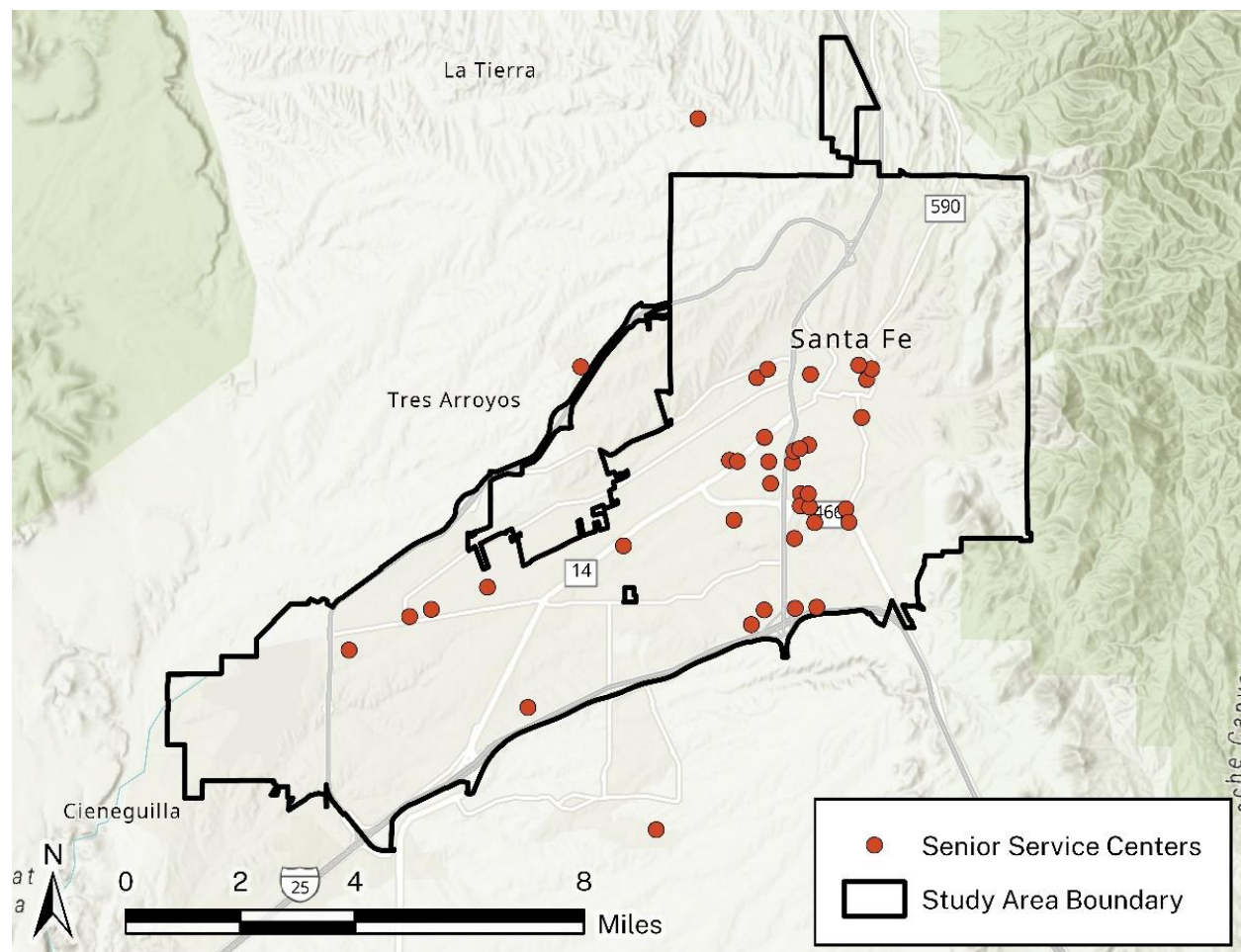


Table 11-8. Senior Access to Health Insurance

	With 1 Type of Health Insurance		With 2+ Types of Health Insurance		No Health Insurance Coverage	
	Count	Percent	Count	Percent	Count	Percent
City of Santa Fe	8,192	36.2%	14,318	63.2%	129	0.6%
Study Area	12,978	36.3%	22,660	63.3%	146	0.4%
Santa Fe County	15,355	36.4%	26,623	63.1%	203	0.5%
New Mexico State	137,490	35.0%	250,883	63.9%	3,970	1.0%

Source: ACS 5-Year Estimates, 2023

Table 11-9. Disability and Poverty by Age

	City of Santa Fe		Santa Fe County		New Mexico	
	With Disability	Below Poverty Level with Disability	With Disability	Below Poverty Level with Disability	With Disability	Below Poverty Level with Disability
Under 18 years	5.1%	26.5%	6.8%	23.6%	5.1%	33.4%
18-64 years	14.4%	29.8%	11.4%	26%	14.4%	29.1%
65+ years	27.5%	10.6%	26.9%	10.6%	37.6%	16.7%

Source: ACS 5-Year Estimates, 2023

11.4 Schools

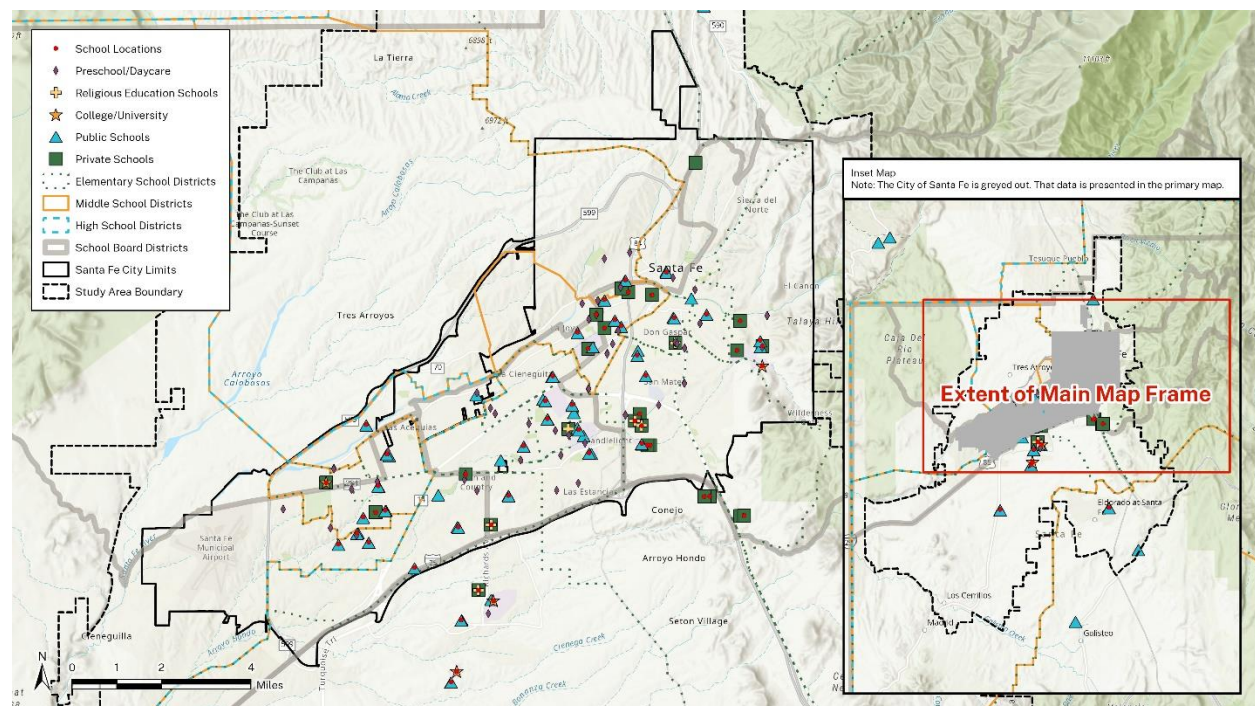
Public school facilities are operated by the Santa Fe Public Schools District, which serves over 1,017 square miles within Santa Fe County. The district serves the city of Santa Fe and the smaller communities of Tesuque village, Glorieta, Eldorado, Lamy, La Cienega, Los Cerrillos, Galisteo, and Madrid. In total, the district operates one pre-kindergarten school (plus one pre-kindergarten program), fourteen elementary schools, two middle schools, five high schools, one off-site special education school, and six community schools. Of these, one high school is a charter school.

11.4.1 Enrollment

K-12 enrollment is the total number of students enrolled in grades between kindergarten through high schools, in both public and charter schools. During the 2023 to 2024 school year, there were 5,861 elementary children, 1,430 middle school children, and 4,031 high school students enrolled in the school district. There were also 254 pre-kindergarten students enrolled. As discussed in the Santa Fe 2021 to 2026 Facilities Master Plan (FMP), overall, enrollment has been dropping in recent years. Based on the New Mexico KIDS COUNT Data Book, only 21 percent of New Mexico Grade 4 students were reading at grade level, which is a critical point as kids are more likely to drop out of school and less likely to go to college. A drop in enrollment is expected to continue, and excess classrooms will continue to grow throughout the district. In the 2023 to 2024 school year, 40 percent of students in the Santa Fe Public School Districts were proficient in English Language Arts, and 22 percent in mathematics (NMVC, 2024).

As illustrated in Figure 11-10, most schools are located in the central area of the city and diminish in number towards Interstate 25 and NM 599. However, there are no public schools located in the northern area outside the city limits. As mentioned in the FMP, transfers into the northern schools remain high, which may indicate that more people are commuting from the Study Area into the schools in the northern area. With transfers into the northern schools within the city, and lack of schools in the northern area outside of city limits, there may be additional pressure on these northern schools. This pressure, along with the Study Area population shifts from the north to the southwest sectors, creates a need for facility improvements in the south.

Figure 11-10. School Locations



11.4.2 Future Needs

School enrollment across all grade levels is projected to continue to decline in Sante Fe Public Schools, per the FMP. Since the COVID-19 pandemic, educational opportunities are more frequently provided through remote or hybrid learning. Based on the FMP, the district initiated a remote-learning program during the COVID-19 pandemic, has refined its efforts, and remains a critical part of the curriculum based on community feedback. Therefore, access to the internet is critical for student success in these types of programs.

As remote and online learning become more available, alternative schools continue to experience an increase in demand, and several schools are providing non-traditional schooling opportunities through various programs. This includes programs for trade schools and technology programs. These schools include the early college opportunities magnet schools, focused on trade pathways, the Mandela International Magnet School offering an International Baccalaureate curriculum, and Desert Sage Academy offering computer science and project-based learning. These alternative programs provide options for students who are not on the traditional trajectory to college, and it is important that students attending these programs have access to the internet at home. As seen in Table 11-10, 23 percent of households who earn less than \$20,000 do not have internet access at home. When compared to higher earner households, this income segment may have a more difficult time completing these alternative school options.

Table 11-10. Access to Internet at Home within the City of Santa Fe

	Income Less than \$20,000		Income \$20,000 to \$74,000		Income \$75,000+	
With dial-up internet subscription	0	0.0%	20	0.0%	25	0.0%
With broadband subscription	3,596	76.7%	14,618	86.9%	18,203	94.9%
Without internet subscription	1,094	23.3%	2,185	13.0%	960	5.0%
Total	4,690	-	16,823	-	19,188	-

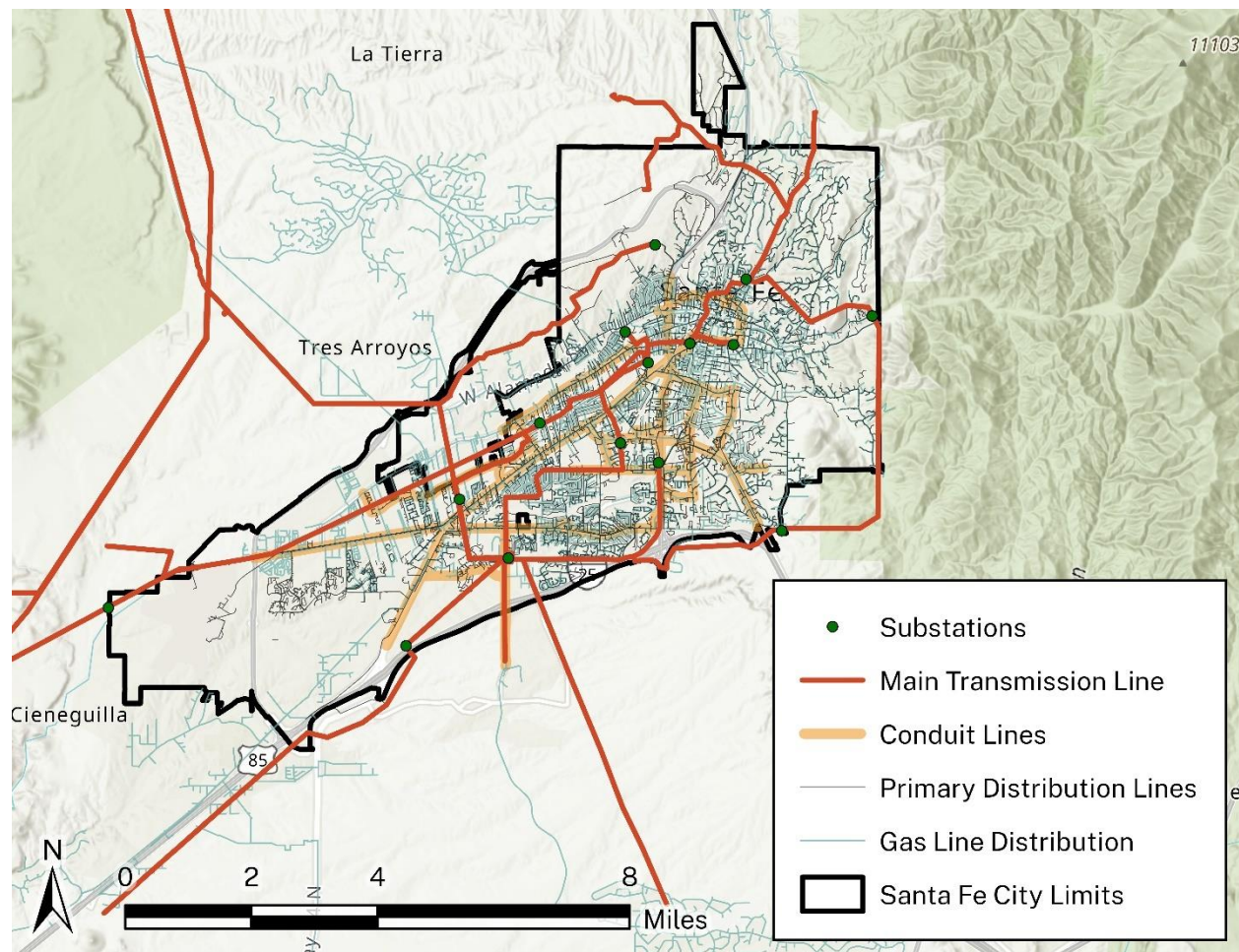
Source: ACS 5-Year Estimates

11.5 Public and Private Utilities

This section provides an overview of the utility services and infrastructure that support daily life and development within the city (Figure 11-11). Public utilities include solid waste management, water supply, wastewater collection and treatment, and stormwater management. Chapter 14, Water, details water supply, water management, water facilities and systems, wastewater, and stormwater management within the city. Private utilities, such as electricity, natural gas, and telecommunications, are owned and operated by private or investor-owned companies. Understanding the roles and responsibilities of both public and private utility providers is essential for coordinating infrastructure planning and ensuring reliable service throughout the city.

11.5.1 Facilities

Figure 11-11. Public and Private Utilities Map



11.5.2 Energy Generation

In Santa Fe, electricity is provided by the PNM, which generates and purchases power from a mix of sources, including coal, nuclear, gas, and renewable sources. PNM is transitioning to 100 percent carbon-free energy by 2040, five years ahead of the state's carbon-free mandate. Greenhouse gas (GHG) emissions, the primary contributor to climate change, are produced when fossil fuels like coal, natural gas, and gasoline are burned to power our homes and vehicles. Residential and commercial energy use are two of the largest sources of GHG emissions in Santa Fe.

There are no nuclear power plants located in the state of New Mexico. The electricity generated by nuclear energy in Santa Fe is at the Palo Verde Generating Station in Arizona and then transmitted to New Mexico.

Santa Fe has been actively advancing its energy generation capabilities, particularly emphasizing renewable energy sources to meet its sustainability objectives. The City's initiatives focus on harnessing solar energy and enhancing energy efficiency across municipal operations.

Table 11-11 details the percentage each fuel source contributed to PNM’s overall energy within the city in the year 2022.

Table 11-11. Contributing Fuel Sources to PNM’s Overall Energy

Fuel Source	Percent of total energy
Coal	35.3%
Nuclear	27.7%
Wind	16.7%
Gas	13.4%
Solar	6.4%
Geothermal	0.4%

Source: PNM, 2022

From 2021 to 2023, Santa Fe implemented the City Solar Project, adding 2.75 megawatts (MW) of renewable energy to its portfolio. This project involved installing solar photovoltaic arrays at 17 sites, including public facilities and infrastructure. These installations are projected to save the City over \$500,000 annually in utility costs, demonstrating a significant commitment to reducing operational expenses and promoting clean energy adoption.

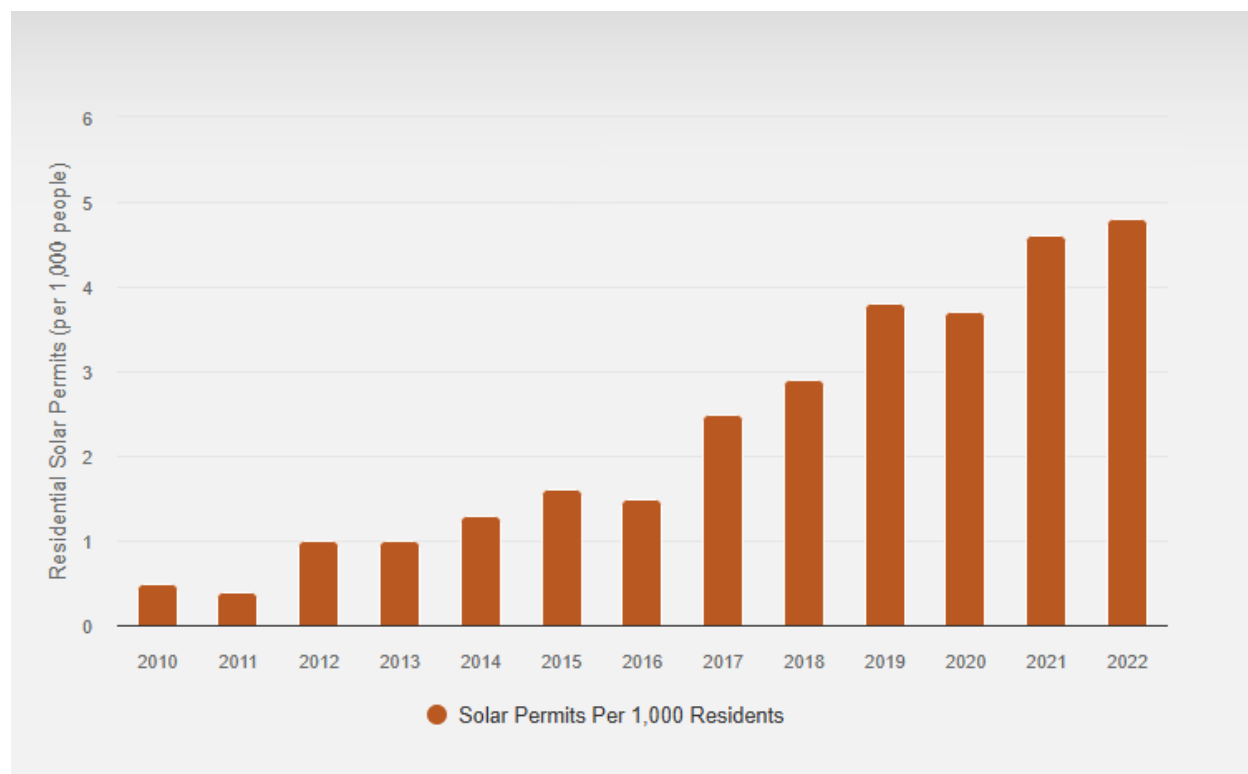
Despite these advancements, Santa Fe's local electricity generation remains modest compared to its consumption needs. The City operates one power plant, primarily focusing on solar energy, with an annual net generation of approximately 1.3 gigawatt-hours. This output ranks Santa Fe at 48 out of 74 New Mexico cities in terms of net annual electricity generation.

11.5.2.1 Renewable Energy

Since 2010, the number of solar permits approved in Santa Fe has been steadily increasing every year, growing from 0.5 residential permits per 1,000 residents in 2010 to 4.4 in 2022. See Figure 11-12Error! Reference source not found.. In 2022, the total kilowatt (kW) permitted was 2,810 MW for residential uses with an average of 7.74 kW per permit.

To encourage this trend to continue, the City of Santa Fe implemented two Solarize Santa Fe campaigns in 2021 to 2022 and 2022 to 2023 to make the process of installing solar as easy and affordable as possible. Solarize Santa Fe is a bulk purchasing program for solar energy designed to help Santa Feans save money on their energy bills. Most participants in Solarize Santa Fe saw immediate energy savings with no up-front cost. Outreach for these programs targets low- to median-income households to ensure all Santa Feans can benefit from the clean energy transition.

Figure 11-12. Solar Permits by Year per 1,000 Residents



Source: Santa Fe Sustainability Dashboard

Solar Power Resilience

As Santa Fe advances its solar capacity, the City should work to ensure long-term reliability and resilience of its energy infrastructure. Investments in battery storage, microgrid technology, and emergency backup systems are all required to safeguard against disruptions, such as extreme weather events. These forward-thinking strategies are crucial to keep services – like water treatment, emergency response, and public safety – operational even during outages.

Santa Fe has made significant strides in expanding its renewable energy portfolio, aligning with broader state efforts to transition away from fossil fuels. As of 2023, wind power accounted for 38 percent of the state's total in-state electricity generation, reflecting New Mexico's commitment to diversifying its energy mix. Through municipal solar installations and community-driven initiatives, Santa Fe aims to reduce GHG emissions, increase energy resilience, and lower long-term energy costs.

11.5.2.2 Oil and Natural Gas

In Santa Fe, NMGC provides natural gas service to residential, commercial, and transportation customers, with 12,000 miles of natural gas pipeline (shown in Figure 11-11). NMGC is a member of the Emera family of energy companies, with its headquarters in Albuquerque. They are the largest natural gas utility in New Mexico.

While Santa Fe does not directly contribute to oil and natural gas production, the City's energy policies and consumption patterns are influenced by New Mexico's broader energy framework. As the state continues to navigate the balance between economic benefits and environmental stewardship, Santa Fe remains engaged in promoting sustainable energy practices within this context.

11.5.3 Telecommunications

Santa Fe serves as a pivotal hub for telecommunications within the state, hosting key agencies and initiatives aimed at enhancing connectivity and digital infrastructure.

11.5.3.1 State-led Initiatives and Investments

The New Mexico Department of Information Technology (DoIT), headquartered in Santa Fe, plays a central role in managing the state's technical assets and infrastructure. Established in 2007, DoIT oversees various programs to improve information technology services across New Mexico. The department is organized into three primary areas: enterprise services, compliance and project management, and program support. Its central office and the State Data Center are located in the John F. Simms, Jr. Building in Santa Fe, with additional offices in Albuquerque, Las Vegas, Las Cruces, and Roswell.

DoIT Mission Statement:

The New Mexico Department of Information Technology is the enterprise technology partner serving and supporting state agencies with innovative solutions to advance the delivery of their core missions and create progress for all New Mexicans.

In recent years, New Mexico has secured substantial federal funding to advance broadband infrastructure statewide, which benefits Santa Fe's telecommunications systems. In July 2024, the state received approval to pursue \$675 million in federal grants aimed at expanding broadband access. This initiative seeks to deliver high-speed internet to tens of thousands of households lacking effective service, particularly in rural and underserved areas. The approval enables the Office of Broadband Access and Expansion to initiate the grant application process, inviting local governments, tribal communities, non-profits, internet service providers, and electric cooperatives to collaborate on infrastructure projects.

Additionally, in December 2024, New Mexico's broadband deployment office received authorization to proceed with a project using the \$675 million in federal grants to connect more than 31,000 unserved and underserved locations across the state. This endeavor underscores the state's commitment to bridging the digital divide, the unequal access to digital technology, including computers and the internet, and enhancing connectivity for its residents.

11.5.3.2 Local Telecommunications Infrastructure

At the municipal level, Santa Fe's Information Technology and Telecommunications (ITT) Department provides and supports a broad range of information technology systems and services to meet the evolving needs of the city's workforce and residents. The department's services include business

applications, email, geographic information system and mapping, personal computing, data and voice networks, radio devices and systems, vehicle technology, phones and unified communications, printers, and account management security servers. The ITT Department's vision is to be a trusted technology advisor to the City, achieved by implementing best practices in operational processes and management.

Santa Fe regulates telecommunications services through specific ordinances and franchise agreements. The Telecommunication Franchises ordinance, Appendix G of the municipal code, outlines the terms and conditions under which telecommunications companies operate within the city. It defines key aspects such as the sale of telecommunications at retail, which encompasses the transmitting, supplying, or furnishing of telecommunications and all associated services. This regulatory framework ensures that telecommunications providers adhere to local standards and contribute to the city's infrastructure development.

Telecommunications services in Santa Fe are primarily provided by privately owned companies. These providers offer a range of services, including internet, phone, and television, to residents and businesses. Notable telecommunications companies operating in Santa Fe include:

- CenturyLink: Offers high-speed internet and home phone services
- NMSurf: Provides unlimited broadband internet service to Santa Fe and surrounding rural areas
- Plateau Telecommunications: Recognized for excellence in connectivity and technology solutions, offering fiber installations in various zones
- Linehan Communications: Offers voice and VoIP solutions, specializing in communication technology for businesses in Santa Fe and the greater New Mexico area
- Xfinity: Provides cable internet services with download speeds up to 2,000 Mbps
- Verizon Wireless: Offers mobile and home internet services with 4G LTE and 5G coverage

These companies operate independently, delivering telecommunications services to the Santa Fe community.

11.5.4 Solid Waste

The City of Santa Fe provides trash and recycling services, under the Environmental Services Division, to homes, businesses, institutions, and construction sites in the city of Santa Fe. Services are available in dumpsters, roll carts, and roll-offs. Services are customized to meet the needs of each business.

The City of Santa Fe collects recycling from over 31,000 customers weekly. The City's goal is to achieve an average regular residential recycling participation rate of 90 percent. Since 2018, the average amount of waste produced by individual Santa Fe resident has remained fairly static: around 4.3 pounds per day. The national rate was 4.9 in 2018. To drive this number down, the City is working to require businesses, multi-family complexes, and special events to offer recycling options; require that construction and demolition waste is minimized, reused, and recycled; and create local economic development strategies and programs to target recycling and reuse businesses. Additionally, the City is working to further educate the community about zero waste goals through the proper recycling of materials. This effort is ongoing and a key element in achieving waste diversion goals.

11.6 Asset Management

Asset management is a strategic approach to maintaining and investing in a municipality's infrastructure to ensure long-term functionality, reliability, and efficiency. This process involves assessing the condition of infrastructure, prioritizing maintenance and upgrades, and planning for future needs in a cost-effective manner. Effective asset management helps extend the lifespan of infrastructure, reduces unexpected failures, and ensures that essential services continue to meet the needs of residents and businesses.

In Santa Fe, infrastructure ownership presents unique challenges to comprehensive asset management. The majority of utilities and infrastructure within the city, including electricity, natural gas, and telecommunications, are privately owned and operated. This decentralized ownership structure means that each private entity is responsible for the maintenance and planning of its respective systems, often operating independently from municipal oversight. Consequently, there is no unified citywide asset management strategy encompassing all utilities, leading to potential gaps in data sharing, coordinated planning, and integrated investment strategies.

The primary exception is the City's water system, which is publicly owned and operated. Santa Fe has an established asset management plan for its water infrastructure, guiding the timing and prioritization of maintenance and improvement projects to ensure a reliable and sustainable water supply. More details on this plan can be found in Chapter 14, Water.

Additionally, the City of Santa Fe owns a portfolio of real estate assets that range from undeveloped land to fully operational commercial buildings. The abundance of city-owned properties presents challenges with managing them all. The Land Use Department's Property Management Section manages the purchasing, leasing, and licensing of City-owned property by private individuals, organizations, and other governmental entities. The City's property manager administers requests for the sale, lease, or license of City-owned property and prepares reports and recommendations regarding these requests for action by the City Council.

Because the majority of the City's infrastructure is privately managed, Santa Fe faces challenges in developing a comprehensive, citywide approach to asset management. Coordination between the City and private utility providers can help improve data transparency and ensure that infrastructure investments align with broader community planning goals.

11.7 Smart Cities

"Smart city" principles revolve around using technology and data to improve urban life, focusing on sustainability, efficiency, and resident well-being, while also addressing issues like equity, resilience, and innovation.

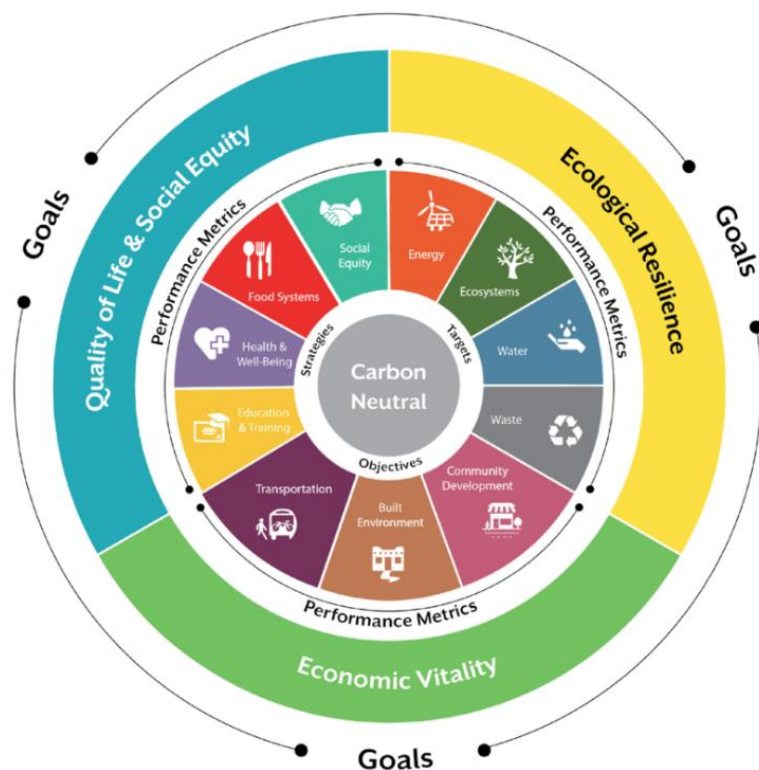
Santa Fe is working towards becoming a smart city, with initiatives focused on sustainability, data-driven decision-making, and improving quality of life. These initiatives are guided by the Sustainable Santa Fe 25-year Plan, the LEED for Cities Gold Certification, and the RUBICONSmartCity Platform.

11.7.1 Sustainable Santa Fe 25-year Plan

The Sustainable Santa Fe 25-year Plan serves as a long-term roadmap for the City of Santa Fe to achieve carbon neutrality by 2040 while enhancing environmental resilience, social equity, and economic vitality.

(see Figure 11-13). Adopted in 2018, the plan is a comprehensive framework that guides sustainability initiatives across multiple sectors, ensuring that the city's growth aligns with principles of sustainability and technological innovation. The plan's overarching goal is to reduce greenhouse gas emissions, improve quality of life for all residents, and strengthen Santa Fe's ability to adapt to environmental and economic challenges.

Figure 11-13. Sustainable Santa Fe 25-year Plan Framework



Source: Sustainable Santa Fe 25-year Plan, 2018

The plan is structured around four core themes: carbon neutrality, quality of life and social equity, ecological resilience, and economic vitality. These themes encompass 91 specific initiatives that support energy efficiency, renewable energy adoption, climate adaptation, and sustainable urban development. The plan is designed as a living document, meaning it evolves as new data, technologies, and community priorities emerge. This adaptive approach aligns closely with smart city principles, which emphasize data-driven decision-making, integrated systems, and continuous improvement based on real-time feedback.

The Sustainable Santa Fe 25-year Plan exemplifies how sustainability and smart city principles can be integrated to create a forward-thinking urban environment. By leveraging data analytics, sensor networks, and digital infrastructure, Santa Fe can enhance efficiency in energy use, transportation, and resource management while ensuring that sustainability efforts remain responsive to emerging challenges. The plan's adaptive framework supports the City's broader smart city strategy, fostering a more connected, efficient, and resilient community.

11.7.2 LEED for Cities Gold Certification

In 2020, the City of Santa Fe obtained a LEED for Cities Gold Certification, a prestigious recognition awarded by the U.S. Green Building Council for leadership in sustainability, resilience, and quality of life. LEED for Cities is a performance-based certification system that evaluates cities on a range of sustainability metrics, including energy use, water management, waste reduction, transportation efficiency, and social equity. By achieving Gold Certification, Santa Fe demonstrated a strong commitment to sustainable urban development and data-driven governance.

Santa Fe earned this recognition by implementing key sustainability initiatives outlined in the Sustainable Santa Fe 25-year Plan. The City's success was driven by its proactive efforts to reduce GHG emissions, invest in renewable energy, expand public transportation options, and implement water conservation measures. Additionally, Santa Fe has prioritized social equity by incorporating inclusive policies that ensure all residents benefit from sustainability programs. The City also leveraged data collection and performance monitoring to track progress on these initiatives, a crucial element of the LEED for Cities framework.

The LEED for Cities Gold Certification aligns closely with smart city principles, which emphasize using data and technology to enhance urban efficiency and sustainability. To achieve certification, Santa Fe implemented real-time data tracking and performance measurement tools to assess environmental and social indicators. These digital tools allow city leaders to make informed decisions, optimize resource use, and improve resilience against climate change. Furthermore, the certification process encouraged Santa Fe to adopt integrated solutions that connect sustainability efforts across energy, transportation, water, and community development sectors.

By achieving Gold Certification, Santa Fe has positioned itself as a leader in sustainable urban planning and smart city innovation. The City's continued efforts to enhance sustainability through technology, data-driven policies, and cross-sector collaboration will serve as a model for other communities striving for environmental and social progress. This recognition also reinforces Santa Fe's commitment to creating a more resilient, inclusive, and forward-thinking city for future generations.

11.7.3 RUBICONSmartCity Platform

The RUBICONSmartCity platform is a cloud-based technology suite designed to enhance the efficiency and sustainability of municipal waste and recycling operations. By integrating real-time data collection and analytics, the platform assists City governments in optimizing waste collection routes, monitoring fleet performance, and improving overall service delivery. Key features include tracking service confirmations, identifying missed pickups, reporting curbside issues, and providing vehicle usage and maintenance information. These functionalities enable cities to make informed decisions that promote environmental sustainability and operational efficiency.

In 2017, Santa Fe's Environmental Services Division initiated a partnership with Rubicon to pilot this technology. The pilot program involved equipping the City's fleet of over 40 waste and recycling vehicles with smartphones loaded with Rubicon's mobile application. This setup allowed for real-time data collection on landfill diversion, recycling rates, and fleet performance. The insights gained from this data aimed to enhance customer service, inform policy decisions, and support the City's sustainability objectives.

Following the pilot's success, Santa Fe expanded the use of RUBICONSmartCity across its entire waste and recycling fleet, which now includes more than 60 vehicles covering over 30 routes. The comprehensive data collected through the platform has been instrumental in tracking key metrics, such as service confirmations, missed pickups, and curbside issues. This information supports the City's efforts to improve waste management services and advance sustainability initiatives.

Implementation of the platform aligns with Santa Fe's broader commitment to becoming a smarter, more sustainable city. By leveraging data-driven technologies, Santa Fe enhances operational efficiency, reduces environmental impacts, and delivers improved services to its residents. This initiative reflects the City's dedication to integrating innovative solutions that promote sustainability and enhance the quality of life for its community.

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