



City of Santa Fe, New Mexico

Memorandum

DATE: September 12, 2025

TO: City Employees and Governing Body Members

FROM: Mark Scott, City Manager

RE: City Hall Security Measures

City Hall will implement new entry and exit procedures designed to enhance the safety of staff, officials, and visitors. There have been some very public recent threats to public officials and elected officials across the country, including here in Santa Fe and New Mexico. These updates align with standard practices in public buildings nationwide and are part of a broader effort to strengthen workplace security. These measures are being introduced to mitigate risks from potential threats while ensuring that City Hall remains a safe, welcoming space for both staff and the public. This is standard practice at almost every single public facility in the country.

We believe these changes will make the customer experience of coming to City Hall better, and that we will make it safer for our visitors and will provide more of a guided experience around a complicated building to navigate. This will make the public experience of City Hall and public events safer. By requiring people to check into the facility, we can understand who is in the building and how we can best serve them. For large public events where we have considerable numbers of individuals in the same room, this will make sure that people's safety is front and foremost.

What's Changing

Building Access:

- **Entry and Exit:** All visitors, members of the public, and city staff who do not work within the building will enter and exit City Hall through one designated entrance. This location is on Lincoln Street and will be known as the Main Entrance. All other exterior doors will be locked from the outside. We understand that this is a change to current protocols, especially the Building Permit/Land Use door to the courtyard.
- **Staff who work within City Hall will continue to have access through their electronic badge to enter and exit through locked doors.** However, staff SHOULD NOT allow entry to any member of the public through these restricted access, employee-only locked doors. Opening doors, propping doors open, or otherwise allowing access is not permitted. Please direct members of the public to the Lincoln Street entrance. If they need assistance, you may even consider walking them around the building to show them where to enter.
- **Public Entrance Screening to City Hall:** The City is moving toward having a security guard on site to monitor entries, screen belongings and provide security throughout the facility. In the future, physical changes are anticipated to the entryway to assist in this. Additional staffing may be added to serve as greeters to assist with sign in/sign out procedures.
- **Emergency Exits:** These changes will have zero impact on fire safety or emergency exits. All existing exit doors will remain fully available for evacuation during an emergency.

Additional Safety Measures:

- **Active Shooter Preparedness Training:** A GovU course on active shooter response is now available to all staff. Please ensure that you have completed this training.
- **Shelter in Place/Lockdown Orders:** There may be occasions when a total closure of exterior doors at City Hall, including the Main Entrance, is necessary due to a possible threat. When this occurs by order of the City Manager, Police Chief, Fire Chief or other designated official, all exterior doors will “lock down” through the computerized access system. Employees and visitors are NOT allowed to exit or allow anyone into the building until it is cleared. Staff should take precautions during this period to stay within their offices and/or office suites until the lockdown is lifted.
- **Fire Safety/Evacuation Drills and Exercises:** The single muster point for City Hall staff and visitors is the Main Library at the intersection of Washington and Marcy St. Meet at the NW corner of the building at the intersection to be counted by your supervisor. Supervisors are responsible for ensuring that their staff are accounted for. Once the building has been cleared by emergency responders, employees will be allowed to reenter the building.

Next Steps for Staff:

- ✓ Please begin planning for this adjustment now so that changes to entry do not affect your ability to clock in on time.
- ✓ Please help to educate visitors and clients you expect to meet with regarding these changes and direct them to the Main Entrance.
- ✓ Refrain from propping doors-interior and exterior doors.
- ✓ When you leave, ensure the door is closed and locked behind you.
- ✓ Wear your Employee ID badge. If you do not have a badge, please work with your supervisor and the Human Resources Department to have a current one printed.
- ✓ Be aware of your surroundings and individuals in the building. If you see something suspicious, please report it. **Call 911 if there is an emergency.**

We appreciate your cooperation as we take these important steps to safeguard our workplace.

In the coming weeks, we will be working on additional building safety measures and protocols. These will be communicated to all users and we will hold trainings/discussions on these items.