



Gateway Center Community Survey Results

February 4, 2020

Introduction

This report provides the quantitative results of the five Gateway Center Survey questions. The Survey was conducted to provide the public an opportunity to provide their input and feedback about the Gateway Center to the City of Albuquerque.

Purpose

During the November 2019 Election, Albuquerque voters approved \$14 million dollars in General Obligation bonds for the construction of a new Gateway Center. The Center will provide emergency shelter and support services to people experiencing homelessness, and serve as a gateway to permanent housing and other community resources. The Gateway Center will be open 24 hours a day year-round, will be low-barrier and will address common obstacles to shelter (i.e. storage for personal items and capacity to accommodate pets).

The Gateway Center Survey is the second part of a three part series to gain community input for the Gateway Center.

- December 14, 2019: Community Input Session
- November 27, 2019 – January 15, 2020: Gateway Center Survey
- January 14-31, 2020: Focus Groups with people with lived experience

Method for Survey Distribution

The survey was accessible to the public via the City's website at <http://www.cabq.gov/family/services/homeless-services/about-homeless-services> and was released for public input on November 27, 2019 with an original end date of December 31, 2019. However, the end date was extended to January 15, 2020 due to an overwhelming response to the survey.

The survey was promoted heavily during the same time period. The Department of Family and Community Services (DFCS) posted about the survey on its Facebook and Twitter pages, released three press releases regarding the survey and promoted the survey in three separate television interviews. In addition, an Albuquerque Journal article included a link to the survey.

3,294 surveys were officially collected; five of the responses were in Spanish. A total of 79 entries were removed due to duplication. Duplication was identified when more than one entry with a similar date/time stamp and identical name and email. In these cases, one entry was retained. As a result, 3,215 surveys were used during the final analysis of the data.

The Survey provided five questions with multiple-choice options and a comment box to suggest additional ideas. This report summarizes the multiple-choice options for each question, and the open-ended responses for question one. DFCS will release an updated report that includes a summary of the open-ended responses for questions two through five at a later date. DFCS will also release the results of the focus groups with individuals with lived experiences in mid-February. These reports, along with all other reports related to the Gateway Center, can be found online at: <http://www.cabq.gov/family/services/homeless-services/about-homeless-services>.

Survey Results

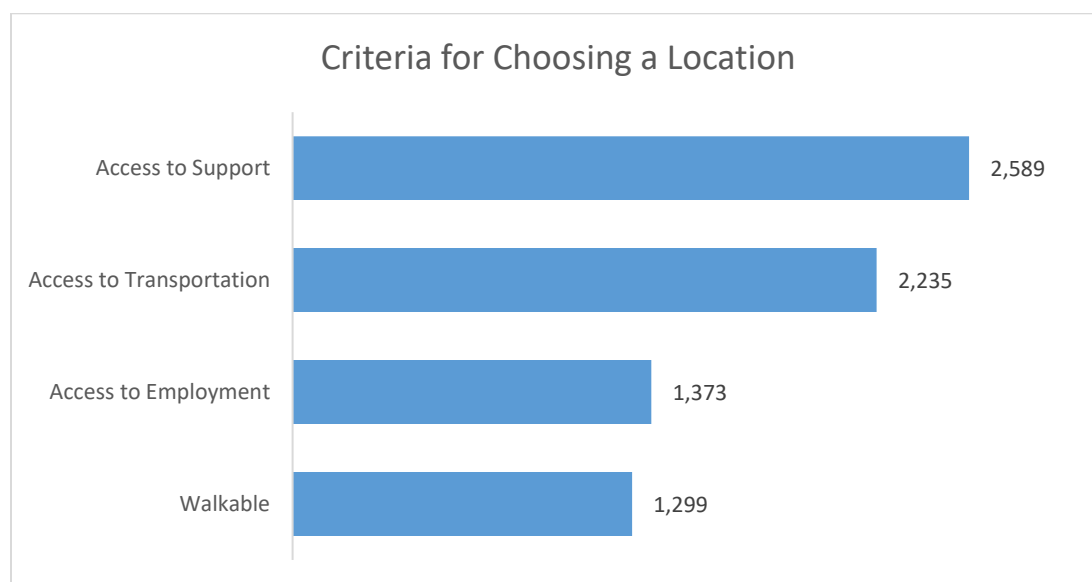
Gateway Center Survey Question Analysis

The Survey provided five questions with multiple-choice options and a comment box to suggest additional ideas. The questions focused on input regarding: criteria for choosing a location for the Gateway Center; consideration to minimize neighborhood impact; services to be prioritized at a Gateway Center; and location preference. Respondents were given an opportunity to share further thoughts and suggestions. What follows is a summary of the responses to each survey question (full copy is provided in the Appendix).

What criteria needs to be considered in choosing a location? Select all that apply.

- Easy access to support services for people experiencing homelessness (medical care, case management, mental health, etc.)
- Easy access to employment
- Easy access to public transportation
- Walkable community
- Other (open ended) - Please provide priority suggestions. _____

Figure 1 Criteria for Choosing a Location



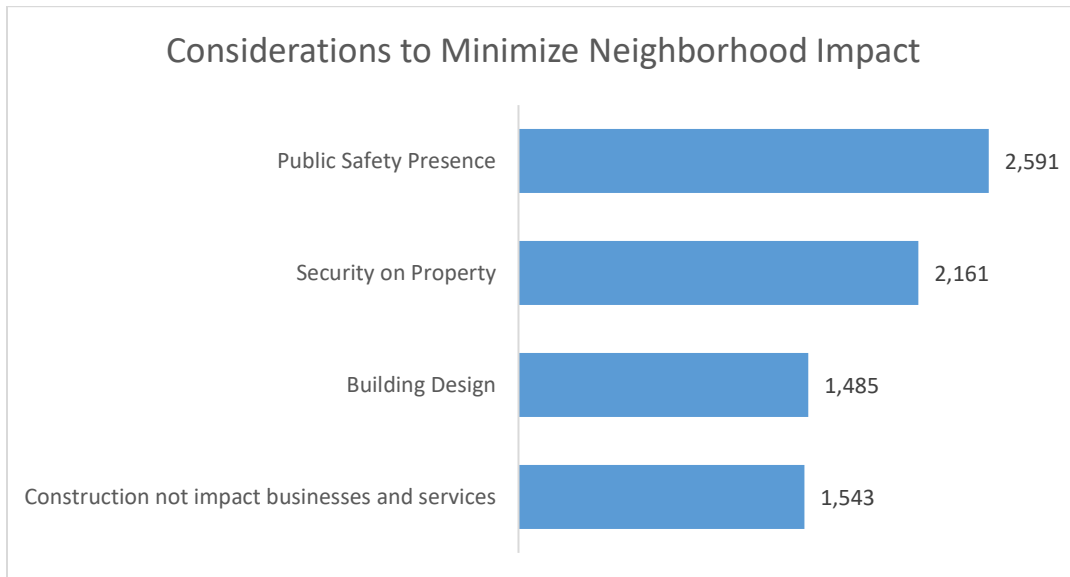
Survey respondents were able to select any or all of the criteria, therefore the total number of responses exceeds the total number of surveys.

- 81% of respondents (2,589) said that access to support services (such as medical care, case management, mental health, etc.) is an important criteria to choose the location of the Gateway Center.
- 70% of respondents (2,235) said that access to public transportation is important.
- 43% of respondents (1,373) think that access to employment is an important criteria.
- 40% of respondents (1,299) think that walkability is an important criteria.

What needs to be considered to minimize neighborhood impact? Select all that apply.

- Building design is consistent with the look and feel of the community
- Property has good security systems in place
- Appropriate public safety presence
- Construction does not adversely impact access to area businesses and services
- Other - Please provide neighborhood impact suggestions. _____

Figure 2 Considerations to Minimize Neighborhood Impact



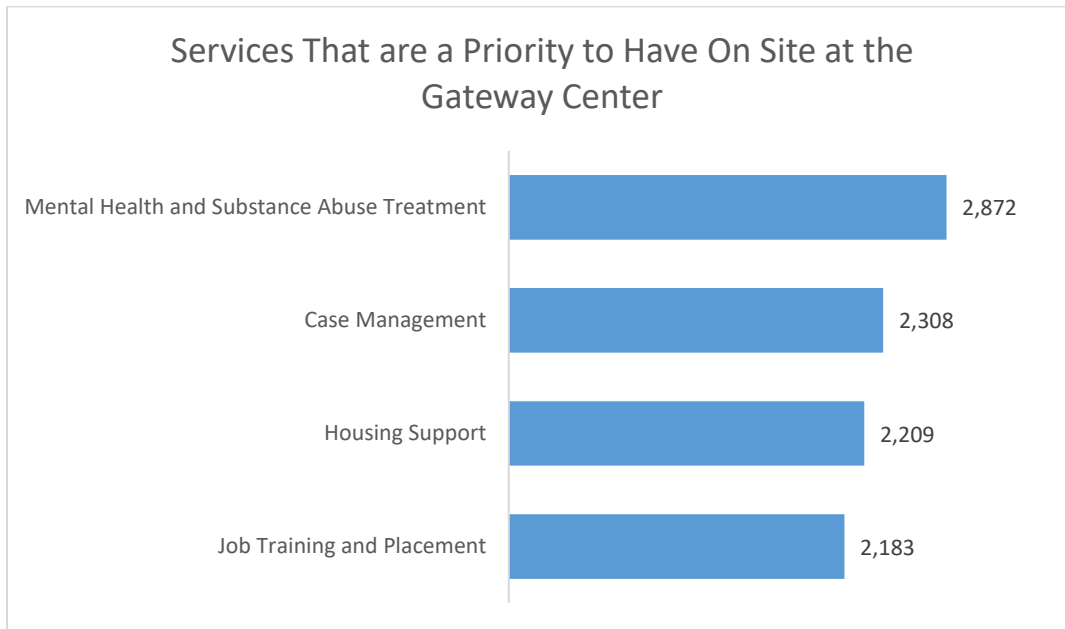
Survey respondents were able to select any or all of the criteria, therefore the total number of responses exceeds the total number of surveys.

- Public safety and on-site security ranked very high among survey respondents as an important consideration to minimizing neighborhood impact when locating the Gateway Center.
- 81% of survey respondents (2,591) said that an appropriate public safety presence and 67% (2,161) said that security on the property is important to minimize neighborhood impact.
- 46% of survey respondents (1,485) said that an important consideration is for the building design to be consistent with the look and feel of the community.
- 48% of survey respondents (1,543) said that it is important to consider that construction will not adversely impact access to the area businesses and services.

What services need to be prioritized on site at the Gateway Center? Select all that apply.

- Case management (connect people to services in the community)
- Housing support (help people access stable housing)
- Mental health and substance abuse treatment services
- Job training and placement
- Other- Please provide services suggestions. _____

Figure 3 Prioritized Services to Have On Site at the Gateway Center



Survey respondents were able to select any or all of the criteria, therefore the total number of responses exceeds the total number of surveys.

- Three out of four (89%) survey respondents (2,872) said that mental health and substance abuse treatment is a priority to have on-site in the Gateway Center.
- 72% of survey respondents (2,308) said that case management to connect people to services in the community is a priority service to have on the premises.
- 69% of survey respondents (2,209) think that housing support to help people access stable housing is a priority service to provide on-site.
- 68% (2,183) said that job training and placement is a priority service to have on the premises.

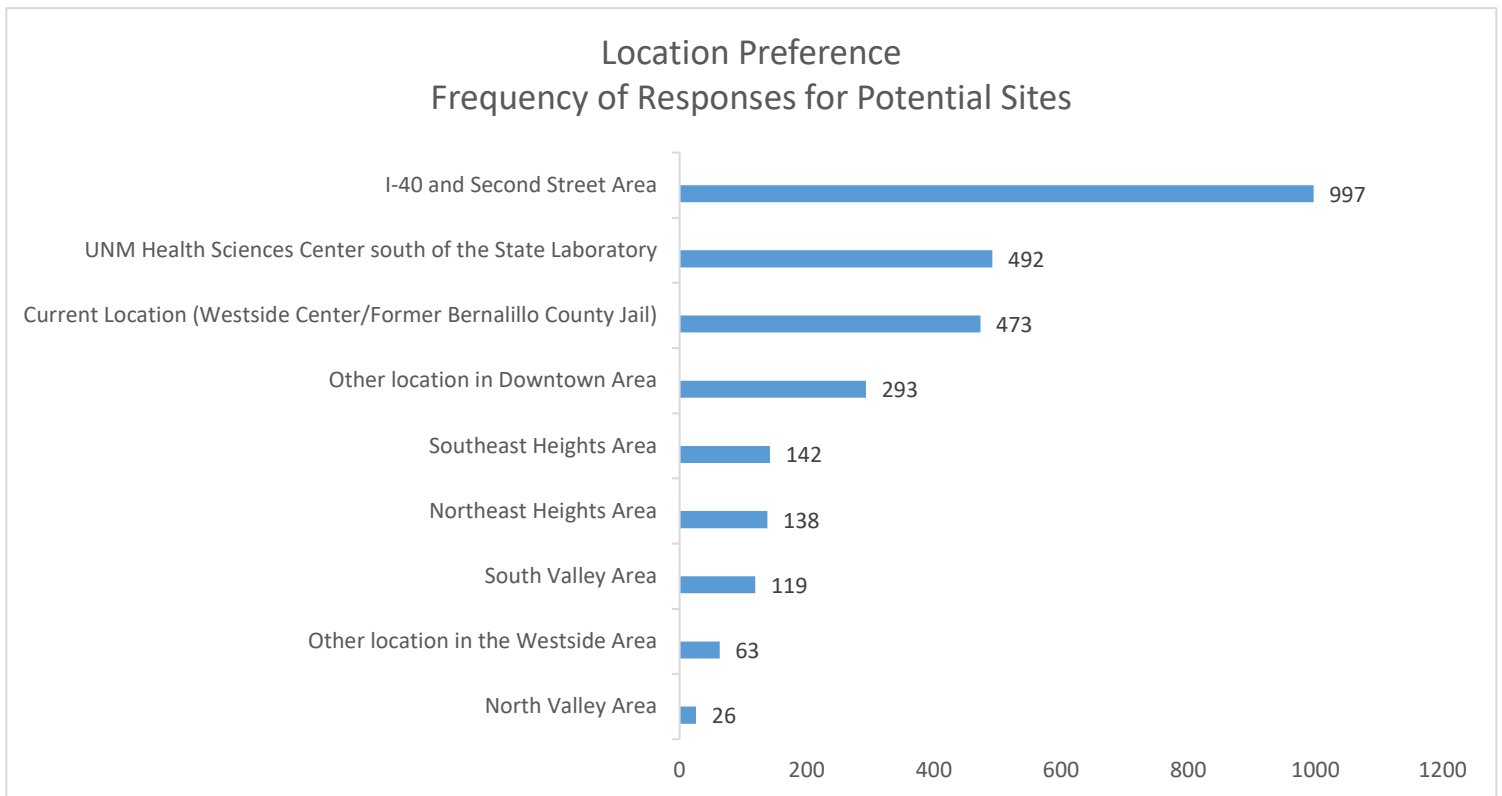
What is your location preference for the new Homeless Shelter?

Please select one:

- I-40 and Second Street Area
- Other location in Downtown Area
- UNM Health Sciences Center south of the State Laboratory
- Northeast Heights Area
- North Valley Area
- Southeast Heights Area
- South Valley Area
- Current Location (Westside Center/Former Bernalillo County Jail)
- Other location in the Westside Area
- Other – Please provide suggestions for a location _____

Results from the 3,215 unduplicated responses are shown in Figure 4 and 5 below.

Figure 4: Frequency of Responses for Potential Sites



- The highest rated location option was the I-40 and Second Street Area, selected by 997 respondents (31% of all survey responses).
- The second highest rated location was the UNM Health Sciences Center’s vacant lot, located South of the State Laboratory (Office of the Medical Investigator), selected by 492 respondents (15% of all survey responses).

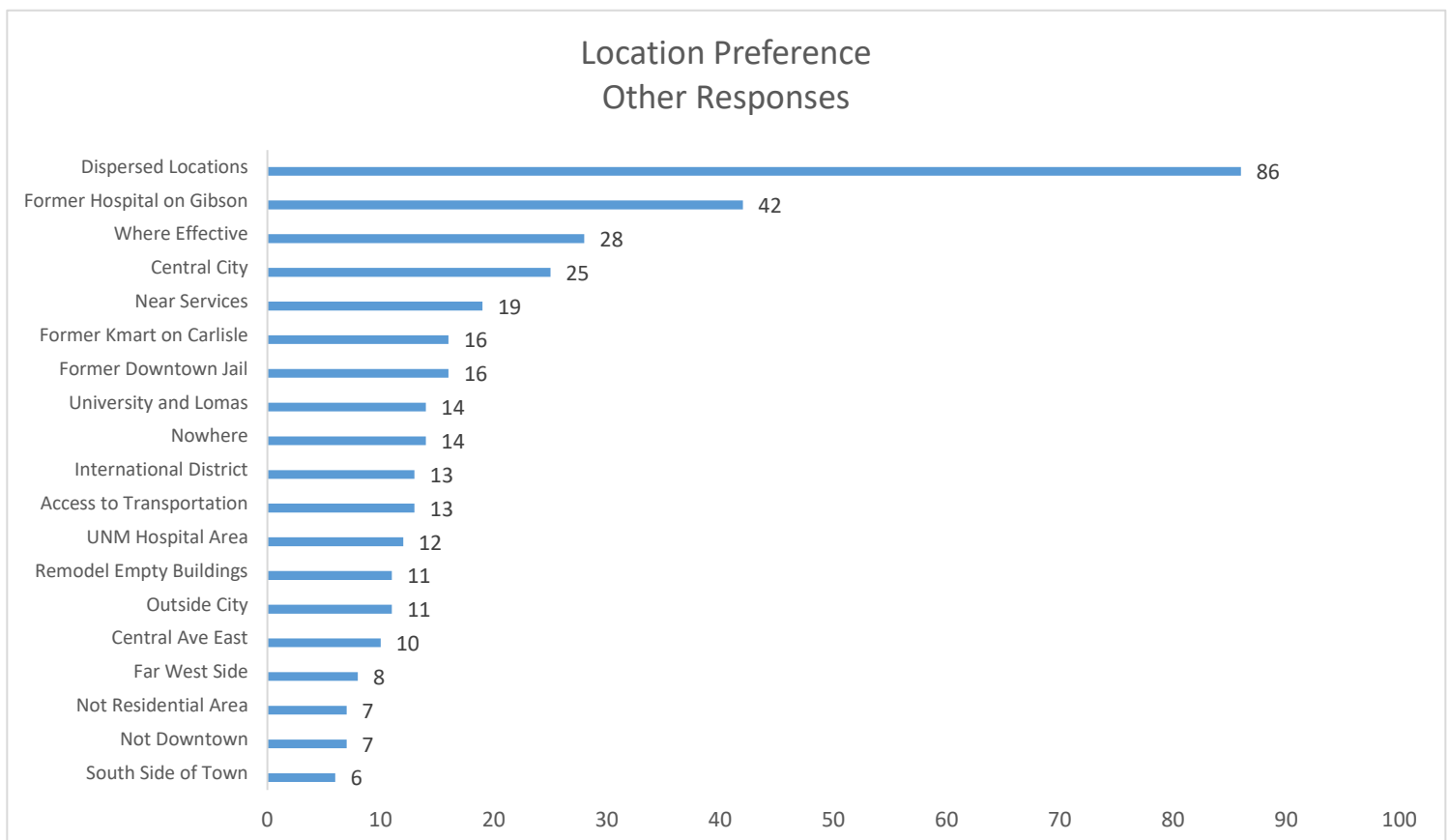
- The third highest rated location was the current emergency shelter location called the Westside Emergency Housing Center (WEHC) which is located in the former Bernalillo County Jail, located about 20 miles west of downtown. This site was selected by 473 respondents (15% of all survey responses).
- The fourth highest rated location was “Other location in the Downtown Area”, selected by 293 respondents (9% of all survey responses).
- The fifth, sixth and seventh highest rated locations, each with 4% of survey responses, were “Southeast Heights Area”, “Northeast Heights Area” and “South Valley Area” with 142, 138 and 119 responses respectively.

There were 442 responses who filled out the open-ended comment box suggesting a location or commenting on the efficacy of particular locations. If a comment mentioned one of the multiple choice options, it was not counted twice.

Locations written in the “Other” comment box are listed in Figure 5 if they received five or more responses. Nearly all (99%) of responses were directly related to the question asked. Twenty-three (1%) survey responses were non-sequitur/off-topic comments and 14 (less than 1%) said they disagreed with building any emergency shelter.

Suggested locations that had fewer than five responses, including general and specific suggestions, are shown in Table 1.

Figure 5: Other Responses



- Of the “other” responses, the highest rated option was dispersed locations.” Comments related to dispersed locations included a desire for shelters to be located in different geographic areas of the City and to be focused on serving different populations (men, women, families) or focused on different service needs (behavioral health disorders).
- The second-highest rated option among the “other” responses was the former hospital on Gibson Blvd, with 42 respondents suggesting this as a potential site. This specific site was not included in the survey’s multiple choice options because the City had not secured permission from the building owners to list this as a potential site at the time the survey was released. However, we were able to share the former hospital on Gibson Blvd. as a potential location at the Community Input Session on December 14, 2019. At the Community Input Session, the majority of groups felt that this location met common criteria that had been identified across the groups (low impact on neighborhood, ease of access to services, ease of access to transportation, and high level of safety and security).

Table 1: Location Preference Written in as an “Other” Comment with fewer than 5 responses (less than 1% of the total responses).

I-25 Corridor	4
Montessa Park	4
NE Heights	4
Near Airport	4
Near Joy Junction	4
UNM South	4
Unsure	4
Central Ave West	3
Country Club Area	3
Not UNM	3
Housing Vouchers Instead	2
Not International District	1
Not SE	1
Not South Valley	1
Not UNM	1
Not WEHC	1
San Mateo and Kathryn	1
WEHC	1

Comments provided insight into the thought behind the survey responses chosen.

- Many respondents expressed the desire to renovate empty buildings (including large vacant commercial industrial buildings or vacant/declining strip malls). This was expressed as a means to re-use existing structures in lieu of new construction. People also pointed out a number of vacant lots around the City that could be put to use for an emergency shelter.
- A large number of people explained their thinking behind the preference for a dispersed model over a centralized facility. Some people saw it as an equity issue so that each part of

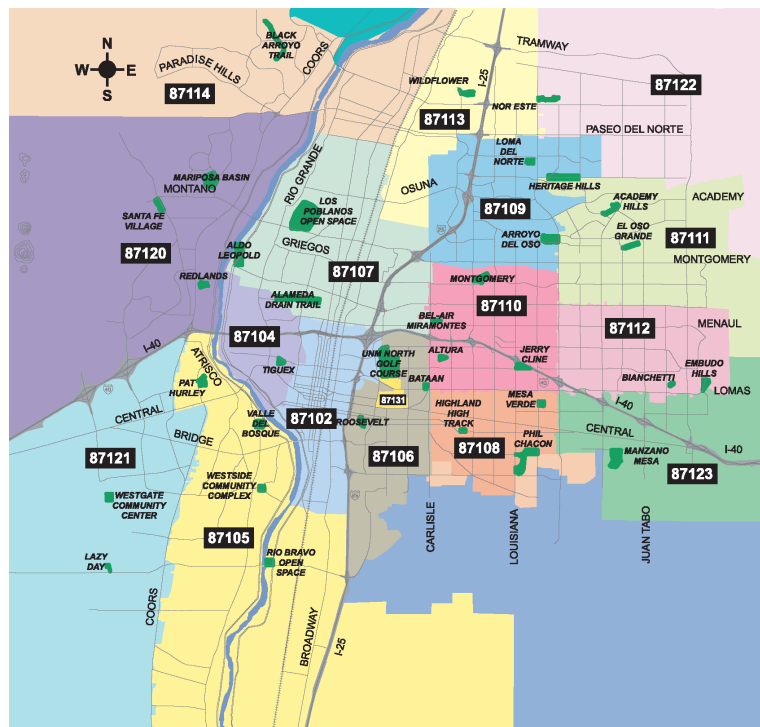
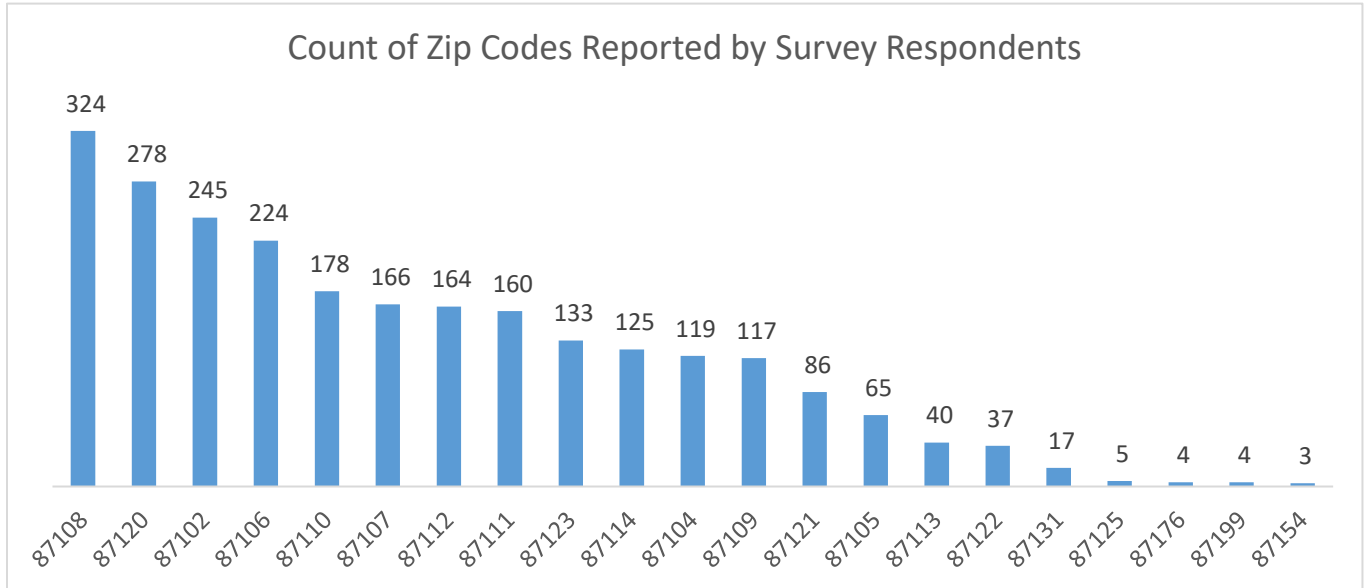
town shares the responsibility to provide services. Other people thought that dispersed shelters would be more personal and accessible to people experiencing behavioral health challenges along with their homelessness.

- Many respondents described the need to protect the safety of residential neighborhoods and businesses. Concerns included the image of the City to tourists as well as quality of life for shared spaces to remain clean.
- Many respondents felt that the people who experience homelessness and those that provide services would know best about the preferred location.
- Some respondents felt that some areas of town had their fair share of burdens related to public nuisances that extend beyond homelessness, to include declining businesses or wastewater treatment.
- Some respondents thought that the effectiveness was more important than geography, in that it should work to support residents of the Gateway Center to transition to stable housing.
- There was a lot of thought about the need for Gateway Center residents to be able to access services and transportation. These issues are also covered in the next survey question.

Survey Respondent Zip Codes

Respondents were asked to provide their zip code, and responses show that residents from across the city responded to the online survey. 81% of respondents (2,596) provided their zip code, and of these 97% of those (2,511) are located in Albuquerque. A search was conducted using the U.S. Postal Service online zip code search, showing that four percent were either out of the City or did not exist.

The frequency of provided Albuquerque zip codes are is shown below.



Appendix

Name:	Email Address:
Organization:	If applicable, please provide the name of the organization you represent.
Zip Code:	Phone Number:
<p>1. What is your location preference for the new Homeless Shelter? Please select 1</p>	<input type="checkbox"/> I-40 and Second Street Area <input type="checkbox"/> Other location in Downtown Area <input type="checkbox"/> UNM Health Sciences Center south of the State Laboratory <input type="checkbox"/> Northeast Heights Area <input type="checkbox"/> North Valley Area <input type="checkbox"/> Southeast Heights Area <input type="checkbox"/> South Valley Area <input type="checkbox"/> Current Location (Westside Center/Former Bernalillo County Jail) <input type="checkbox"/> Other location in the Westside Area <input type="checkbox"/> Other – Please provide suggestions for a location _____
<p>2. What criteria needs to be considered in choosing a location? Select all that apply</p>	<input type="checkbox"/> Easy access to support services for people experiencing homelessness (medical care, case management, mental health, etc.) <input type="checkbox"/> Easy access to employment <input type="checkbox"/> Easy access to public transportation <input type="checkbox"/> Walkable community <input type="checkbox"/> Other (open ended) - Please provide priority suggestions. _____ _____
<p>3. What needs to be considered to minimize neighborhood impact? Select all that apply</p>	<input type="checkbox"/> Building design is consistent with the look and feel of the community <input type="checkbox"/> Property has good security systems in place <input type="checkbox"/> Appropriate public safety presence <input type="checkbox"/> Construction does not adversely impact access to area businesses and services <input type="checkbox"/> Other - Please provide neighborhood impact suggestions. _____ _____
<p>4. What services need to be prioritized on site at the Gateway Center? Select all that apply</p>	<input type="checkbox"/> Case management (connect people to services in the community) <input type="checkbox"/> Housing support (help people access stable housing) <input type="checkbox"/> Mental health and substance abuse treatment services <input type="checkbox"/> Job training and placement <input type="checkbox"/> Other- Please provide services suggestions. _____
<p>5. Please share any other thoughts you have about the new Gateway Center's location, services, or other concerns.</p>	_____ _____ _____ _____