



Housing Authority City of Milwaukee Public Safety Department

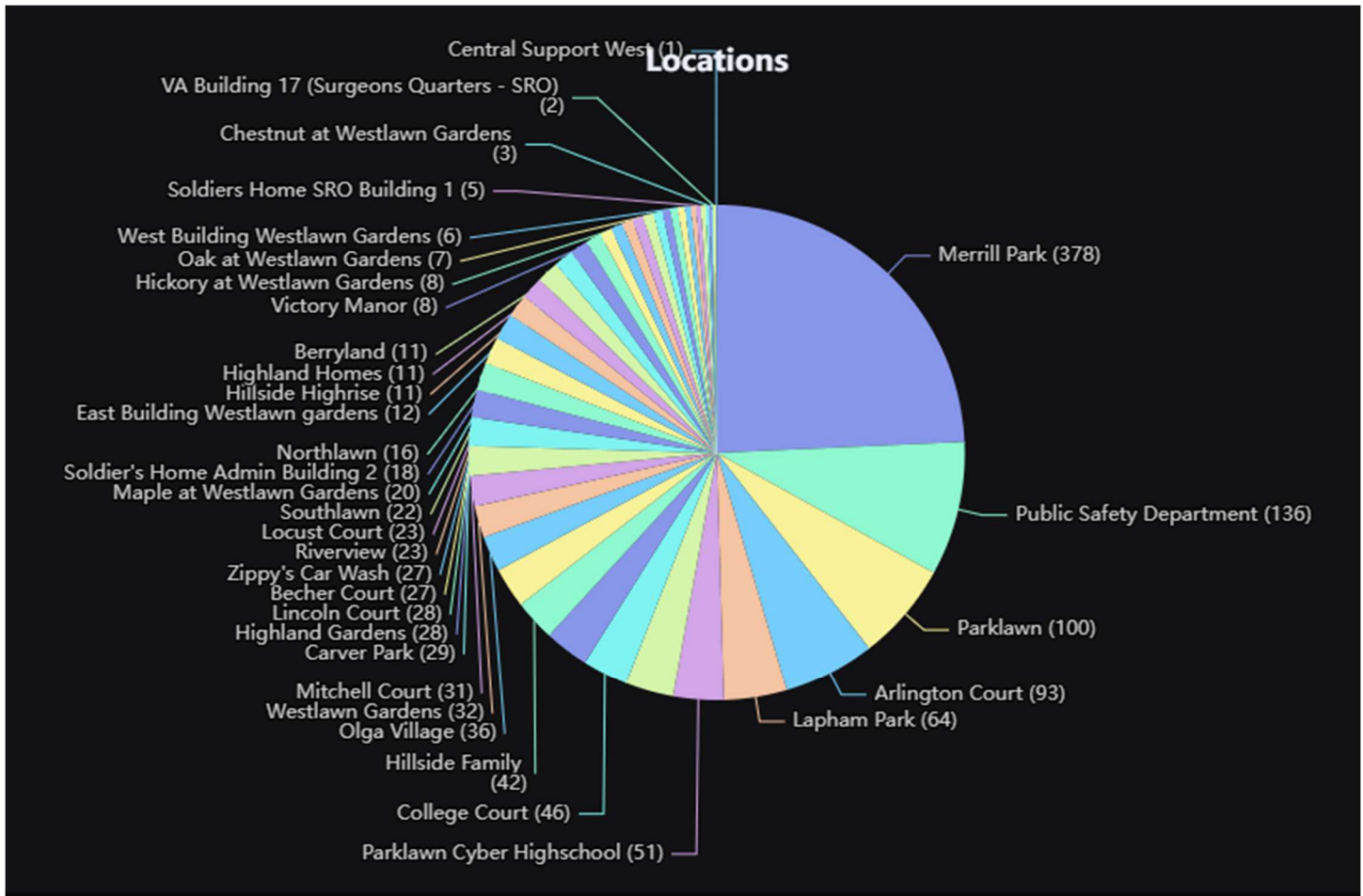


650 W Reservoir Avenue
Milwaukee, WI 53212

Housing Authority of the City of Milwaukee Public Safety Department Analytics and Initiatives Report May 12, 2026 through June 22, 2026

The Housing Authority of the City of Milwaukee (HACM) Public Safety Department submits this Monthly Report for the period of May 12, 2026 through June 22, 2026. This report highlights department activities across Public Housing, Rent Assistance, Project-Based Voucher Programs, Veteran Housing, Market Rate Housing, and Foster Youth Program units.

Through proactive patrols, field engagement, coordination with internal and external partners, and resident lease compliance interactions, the Public Safety Department continues to demonstrate its impact in creating safe and secure environments for HACM residents, visitors, and staff.





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Proactive Patrol and Officer-Initiated Activity

Continuous building checks, vehicle patrols, and resident interactions ensured comprehensive coverage of HACM properties.

The Public Safety Department prioritizes proactive engagement strategies to prevent incidents before they occur:

Officer-Initiated Events (OI) (945) for Service exceeded Resident-Initiated Calls for Service (CFS) (611), demonstrating the HACM Public Safety Department's sustained impact and commitment to proactive engagement, visibility, resident interaction, and early intervention strategies throughout HACM developments.

During this reporting period, Officer-Initiated Activity increased from 872 to 945, an increase of 8.4%. While the rate of growth was more moderate than the previous reporting period, the increase reflects the department's continued focus on proactive operational activity through proactive deployments, directed deployments, resident engagement efforts, property and development checks, and focused attention within developments experiencing ongoing resident concerns and life and safety issues. Maintaining this level of officer-initiated activity demonstrates ongoing efforts to identify and address concerns before they escalate into calls for service or more significant incidents.

Calls for Service increased from 530 to 611, an increase of 15.3%. This increase reflects continued demand for public safety services across HACM developments and may be attributed to increased resident reporting, seasonal activity trends, ongoing resident concerns, and heightened awareness of Public Safety Department responsiveness. The increase also suggests residents, staff, and community partners continue to utilize and trust HACM Public Safety resources when concerns arise within their communities.

Notably, Officer-Initiated Activity accounted for approximately 60.7% of all documented activity during the reporting period, while Calls for Service accounted for approximately 39.3%. This continued imbalance toward proactive activity reflects the department's operational philosophy of maintaining a visible presence, addressing concerns through preventative measures, and reducing reliance on reactive response alone.

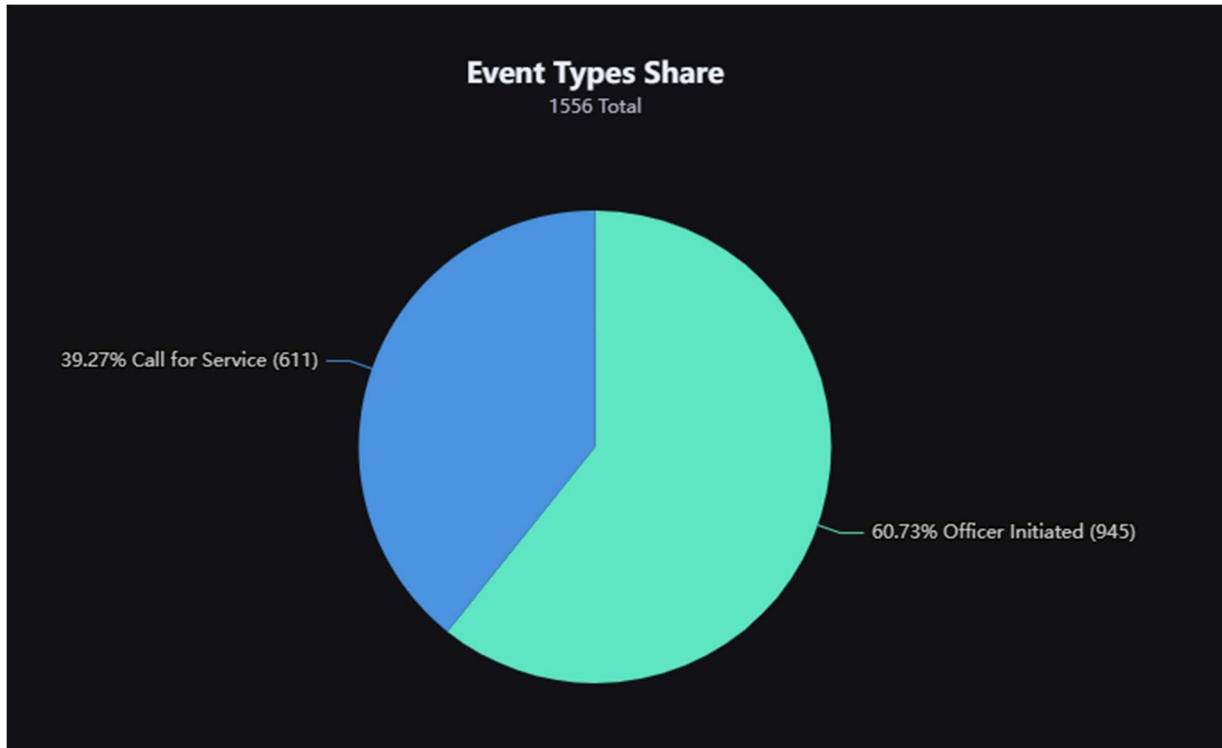
Overall, these metrics demonstrate sustained operational engagement throughout HACM developments. Although both Calls for Service and Officer-Initiated Activity increased during the reporting period, the department maintained a proactive posture that emphasized visibility, resident engagement, problem-solving, and early intervention. The continued growth in officer-initiated activity, coupled with increased resident-generated activity, indicates a highly engaged public safety operation that remains responsive to resident concerns while actively working to ensure safe and secure environments for HACM residents, visitors, and staff.



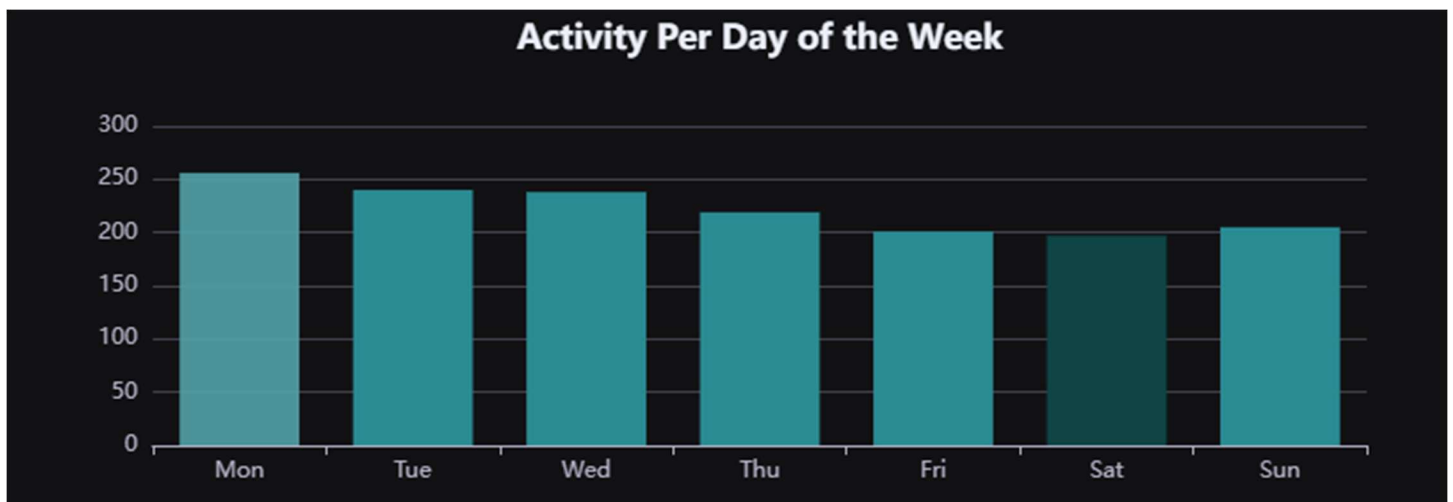
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Community Safety Deployments and **Rotational Patrols** maximizes visibility and serves as a strong deterrent to potential criminal or disruptive activity.





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Key Performance Metrics

Performance metrics were established based on key deliverables related to the overall health, safety, and security responsibilities of the HACM Public Safety Department

Safety Infrastructure Support

- **Elevator Safety Checks:** Conducted monthly inspections across developments to ensure functionality and resident safety.
- **Fire Trouble at Test Time Reporting:** Completed reports of alarm panel trouble concerns. Reports are forwarded to HACM Maintenance and IT departments to ensure life-safety system operational readiness.

Community Support and Enforcement

- **Incident Reporting:** Filing of detailed reports of incidents that occur in developments.
- **Lease Violations:** Resident lease violations identified are referred to Property Management in written form to uphold community standards.
- **Resident and General Trespass Notices:** Issued in instances of policy violations or unauthorized presence.

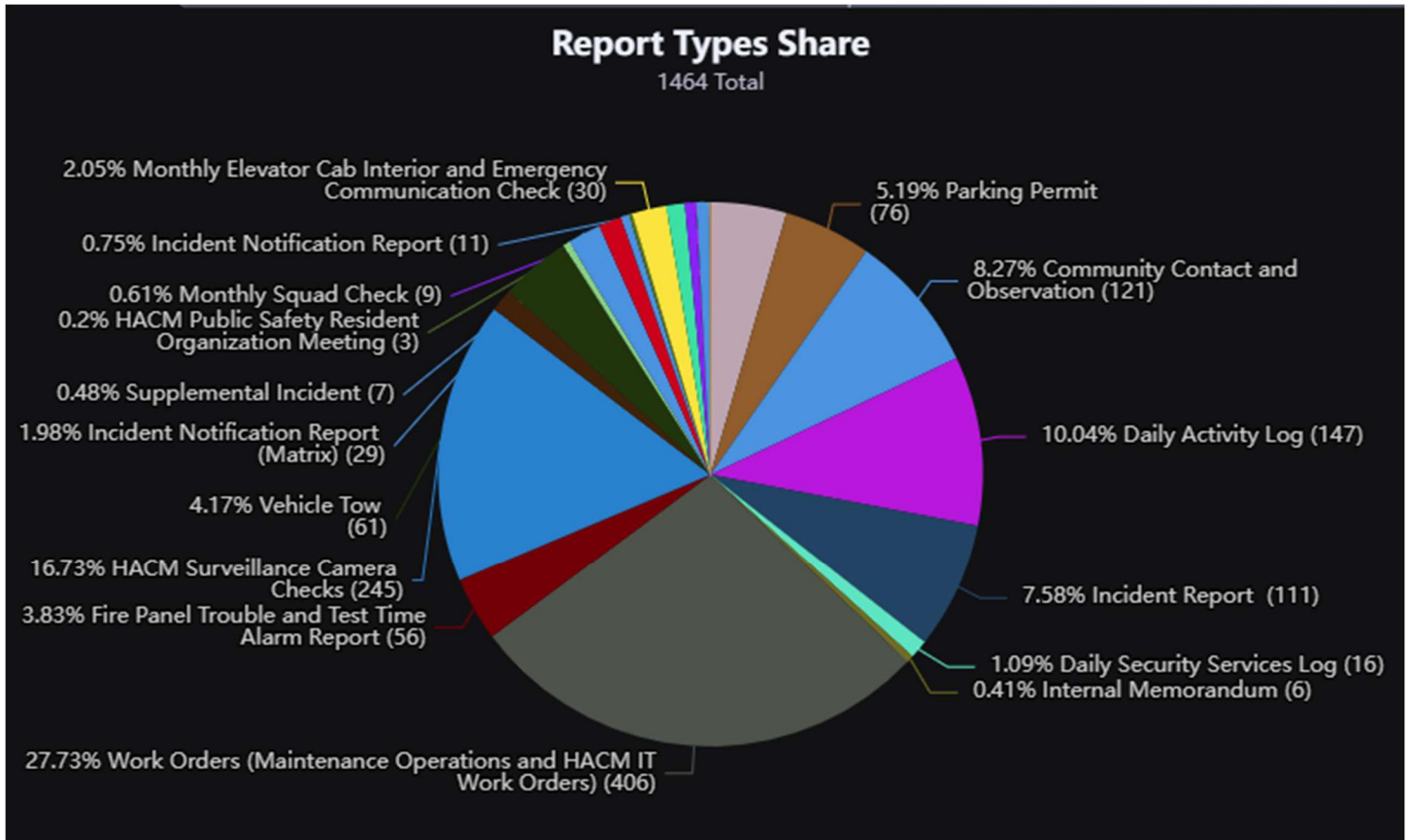
Operational Coordination

- **Work Orders - Maintenance/IT Operations:** Initiated work orders related to calls to the Dispatch Center after hours from residents both in Yardi and THERMS.
- **Field Contacts:** Public Safety Specialist maintained high daily engagement with residents and visitors, reinforcing community trust and increasing situational awareness. Being mindful of safety and security concerns and documenting them in THERMS.



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Conclusion

The success reflected in this report is not solely attributable to the Public Safety Department. These outcomes are achieved through continued collaboration and partnership with Property Management, Maintenance Operations, Resident Services, Information Technology, Human Resources, and other HACM departments. By working together to address resident concerns, life and safety issues, operational challenges, and community needs, HACM continues to advance a unified approach toward ensuring safe and secure environments for residents, visitors, and staff throughout the agency.

MED 06/22/2026