



Housing Authority City of Milwaukee Public Safety Department



650 W Reservoir Avenue
Milwaukee, WI 53212

The City of Milwaukee Housing Authority Public Safety Department 2024 Performance and Strategic Initiatives

Overview

The Housing Authority of the City of Milwaukee (HACM) Public Safety Department is committed to ensuring a safe and secure environment for all residents, visitors, and staff through proactive monitoring and patrolling of developments. Our cooperative efforts with the Milwaukee Police Department, combined with strategic initiatives such as Hotspot Saturation Patrols and the Public Safety Coordinated Project, have led to tangible reductions in incidents. This report presents the data for the first three quarters of 2024, with a focus on the reduction of Calls for Service (CFS). The specific developments highlighted are the focus of this report because of their high visibility in the media, both in print and other forms, demonstrating our ongoing efforts and successes.

Public Safety Strategic Initiatives

Decentralization of City Map of HACM Developments and Scattered Sites To manage resources effectively and improve response times, the HACM Public Safety Department has implemented a decentralization strategy, dividing the city into North, South, and Central Zones. This strategic allocation allows for more efficient deployment of resources and quicker response to incidents.

Hotspot Saturation Patrols Hotspot Saturation Patrols have been a key component of our proactive strategy. Using THERMS data to identify weekly hotspots, HACM Public Safety Department Units conduct saturation patrols during unobligated time in these high-risk areas. This targeted approach has significantly contributed to the reduction in Calls for Service (CFS).

HACM Public Safety Department Coordinated Project

The HACM Public Safety Department Coordinated Project aims to strengthen the overall environment of HACM developments by addressing conditions that contribute to unsafe environments. This project involves collaboration across all relevant HACM departments, including HACM Maintenance Services, HACM IT Department, HACM Property Management, HACM Resident Services Coordination Department. By integrating resources and expertise from these departments, we enhance our capacity to implement comprehensive safety measures and respond effectively to emerging



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security challenges. Additionally, the project involves strategic partnerships with external stakeholders:

- Milwaukee Police Department
- City of Milwaukee Code Enforcement
- City of Milwaukee City Attorney's Office
- City of Milwaukee District Attorney's Office
- HACM Resident Organization Groups

Through these partnerships, the Public Safety Coordinated Project aims to create safer environments across HACM developments, addressing both immediate security concerns and the long-term well-being of HACM residents, visitors, and staff.

Pilot Project at Merrill Park:

A pilot project was conducted at Merrill Park from June 18, 2024, to July 31, 2024, as part of the Public Safety Coordinated Project. The following actions were implemented:

- No Trespassing/No Loitering signs: Installed throughout the property.
- Laundry room door closures: Completed and installed.
- Audible door alarm: Ordered for North and South emergency exits; installation pending.
- Safety Check: Conducted with the Milwaukee Police Department on July 23, 2024.
- Resident Behavior: Three residents identified as problematic are undergoing the legal process to enforce behavioral expectations.
- Hotspot Saturations: Increased public safety and management presence through daily building checks has led to a decrease in calls for service.

Reductions in Calls for Service:

The HACM Public Safety Department's collaborative efforts with the Milwaukee Police Department and strategic initiatives like Hotspot Saturation Patrols and the Public Safety Coordinated Project have resulted in significant reductions in calls for service. This report presents data for the first three quarters of 2024, focusing on key developments.



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Working Partnerships

The HACM Public Safety Department collaborates with several key partners to achieve its mission, including:

Milwaukee Police Department: Through an established Memorandum of Understanding, this partnership enhances our ability to respond to incidents quickly and effectively, leveraging the resources and expertise of the police force to maintain safety and security.

City of Milwaukee Code Enforcement (Code Inspection): Working with Code Enforcement helps us address and rectify safety hazards and code violations in our developments, thereby preventing incidents and maintaining a safe environment.

City of Milwaukee City Attorney's Office: This partnership allows us to take legal action against individuals who pose a threat to our developments, such as obtaining injunctions against habitual trespassers.

City of Milwaukee District Attorney's Office: Collaborating with the District Attorney's Office enables us to prosecute criminal activities that occur within our developments, ensuring that offenders are held accountable.

HACM Resident Organization Groups: Engaging with resident organization groups fosters a sense of community and collaboration, allowing us to address community concerns effectively and tailor our safety strategies to meet resident needs.

These partnerships are crucial in enhancing our responsiveness and effectiveness in maintaining a safe environment for all HACM residents, visitors, and staff.



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HACM Public Safety Department Code of Conduct and Core Values

November 2023, the Public Safety Department of the Housing Authority of the City of Milwaukee established a Code of Conduct which embodies the HACM vision statement and includes the Public Safety Department's Mission Statement and Core Values.

The Code of Conduct for the Public Safety Department establishes standards of conduct and performance that ensure the credibility of the Public Safety Department. The Public Safety Department recognizes the challenges that are encountered when resolving issues of residents and staff at HACM properties, developments, and scattered sites.

These challenges inherently allow Public Safety Department members to make decisions in real-time using sound judgment and discretion. Therefore, members of The Public Safety Department of the Housing Authority of the City of Milwaukee use the guidelines set forth in the Core Values as a tool when utilizing discretion in the execution of their job duties.

The Core Values are adhered to in concert with all HACM policies and procedures and The Public Safety Department Manual. Members of the Public Safety Department are expected to always conduct themselves in a manner that reflects well on the department and HACM and are to treat everyone that they encounter with dignity and respect.

Any conduct that brings discredit to the Public Safety Department or HACM by any Public Safety Department member is investigated for a breach of the Code of Conduct and the Core Values.

Core Values

- Compassion
- Respect
- Integrity
- Competence
- Leadership
- Courage



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Outcomes

College Court Worked with the Milwaukee City Attorney's office and was granted a never-before Harassment Injunction against a habitual trespasser/disturbance of the peace person who is currently facing multiple charges for violation of that court order. A third-party Security Service provider has been embedded into the development, which has stemmed trespassers and incidents.

Locust Court Installed Rhombus camera system throughout the development, worked with Property Management to cut back overgrown foliage to maximize visibility for cameras, and embedded a third-party security services provider in the development, which has stemmed trespassing.

Mitchell Court Worked with property management, maintenance services, and IT to deploy cameras and replace and install outdoor lighting in areas identified as dark or blind spots.

Becher Court Worked with property management, maintenance services, and IT to repair broken locking mechanisms on doors that were allowing outsiders to gain access. A third-party security services provider has been embedded in the development to stem trespassers.



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Quarterly and Year-to-Date Performance

Locust Court

- Total Calls YTD: 484 (287 CFS / 197 OI)
- Q1: 279 (132 CFS / 147 OI)
- Q2: 240 (112 CFS / 128 OI)
- Percentage Change Q1 to Q2:
 - Total Calls: -14%
 - CFS: -15%

College Court

- Total Calls YTD: 600 (335 CFS / 265 OI)
- Q1: 303 (197 CFS / 106 OI)
- Q2: 297 (138 CFS / 159 OI)
- Percentage Change Q1 to Q2:
 - Total Calls: -2%
 - CFS: -30%

Mitchell Court

- Total Calls YTD: 193 (136 CFS / 57 OI)
- Q1: 116 (92 CFS / 24 OI)
- Q2: 77 (44 CFS / 33 OI)
- Percentage Change Q1 to Q2:
 - Total Calls: -34%
 - CFS: -52%



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Becher Court

- Total Calls YTD: 230 (149 CFS / 81 OI)
- Q1: 135 (84 CFS / 51 OI)
- Q2: 95 (65 CFS / 30 OI)
- Percentage Change Q1 to Q2:
 - Total Calls: -30%
 - CFS: -23%

Public Safety Department Overall

- Total Calls YTD: 7,203 (4,300 CFS / 2,903 OI)
- Q1: 3,750 (2,384 CFS / 1,366 OI)
- Q2: 3,452 (1,916 CFS / 1,536 OI)
- Percentage Change Q1 to Q2:
 - Total Calls: -8%
 - CFS: -20%

Key

- CFS: Calls for Service
- OI: Officer Initiated



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Conclusion

The HACM Public Safety Department's strategic initiatives, bolstered by robust partnerships with key stakeholders including the Milwaukee Police Department, City of Milwaukee Code Enforcement, City Attorney's Office, District Attorney's Office, and various community partners, have resulted in significant reductions in incidents across our developments. The collaborative efforts with these partners have enhanced our ability to respond swiftly to challenges and maintain safety and security in our communities.

Throughout the reporting period, initiatives such as Hotspot Saturation Patrols and the Public Safety Coordinated Project have shown measurable success. Reductions in Calls for Service (CFS) underscore the effectiveness of our proactive approaches, demonstrating a collective commitment to improving the quality of life for all HACM residents, visitors, and staff.

We remain dedicated to continual assessment of our strategies' effectiveness and our ability to pivot and flex as needed. This adaptability ensures that we stay responsive to evolving community needs and emerging safety concerns. By adhering to our Code of Conduct and Core Values, we uphold the highest standards of professionalism and integrity in all our operations, fostering an environment where everyone can thrive.

MED 08/05/2024