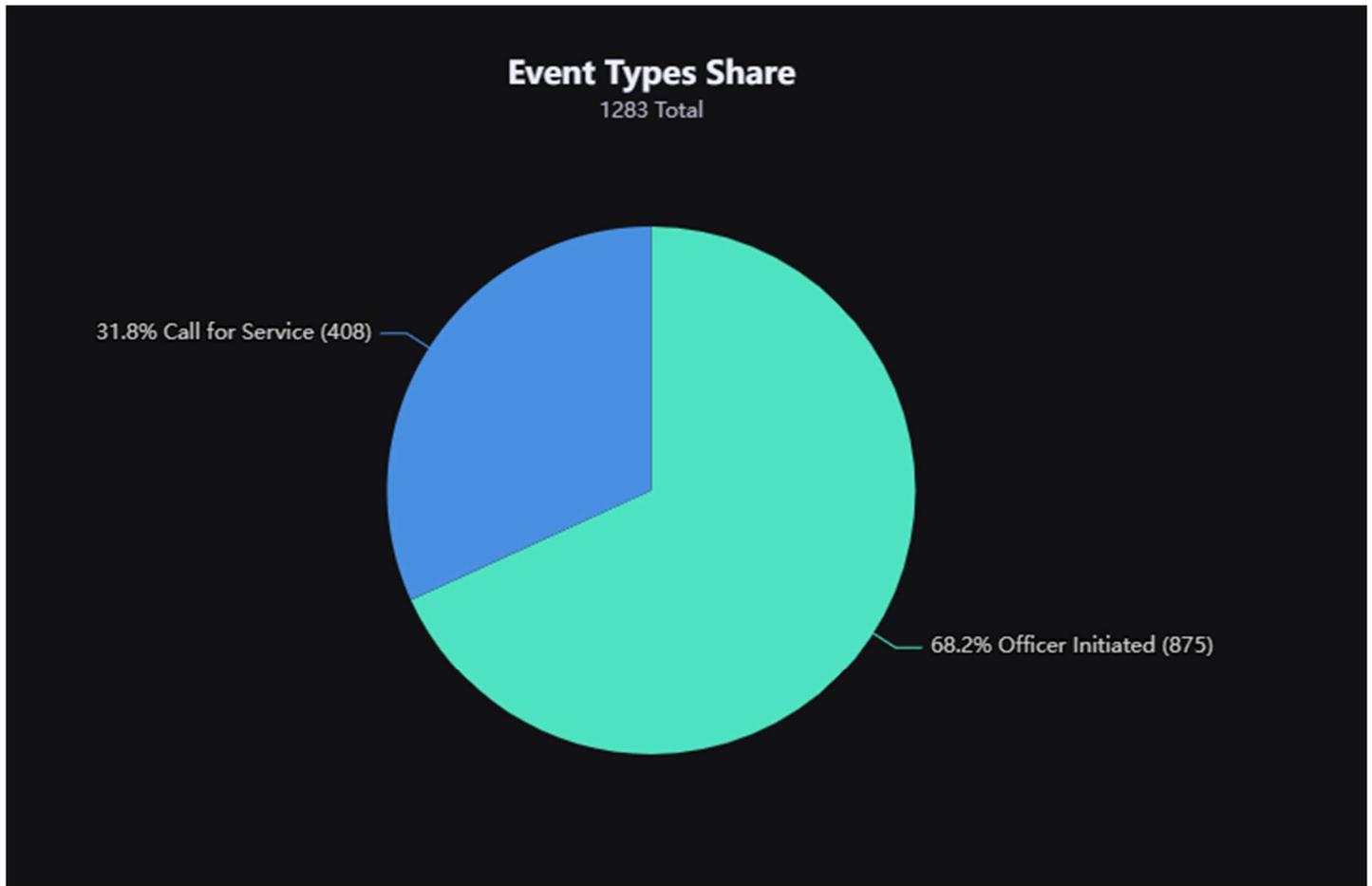


**Housing Authority of the City of Milwaukee
Public Safety Department
Analytics and Initiatives Report
February 13, 2026 through March 12, 2026**

The Housing Authority of the City of Milwaukee (HACM) Public Safety Department submits this Monthly Report for the period of February 13, 2026 through March 12, 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.



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) (875) for Service exceeded Resident-Initiated Calls for Service (CFS) (408)**, showcasing the department's commitment to proactive intervention and its impact.

During the period of January 13, 2026 through February 13, 2026, the HACM Public Safety Department recorded 506 Resident-Initiated Calls for Service (CFS) and 1,081 Officer-Initiated (OI) events.

In the subsequent period of February 13, 2026 through March 12, 2026, Resident-Initiated Calls for Service (CFS) decreased to 408, while Officer-Initiated (OI) events totaled 875.

This represents a reduction of 98 Calls for Service, reflecting an approximate 19.4% decrease in resident-initiated activity. Officer-Initiated events decreased by 206 events, representing an approximate 19.1% reduction compared to the previous period.

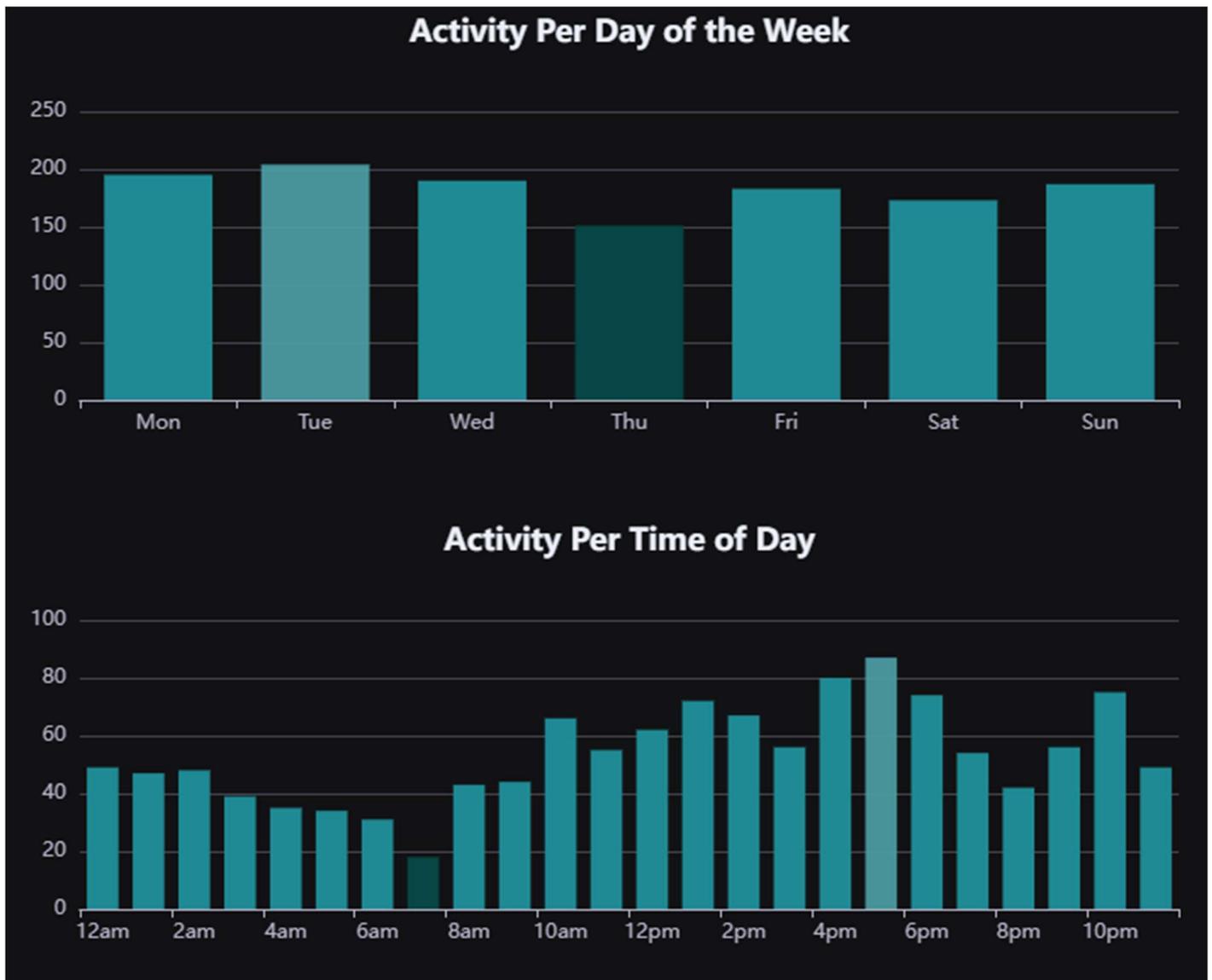
Despite the overall reduction in total activity, Officer-Initiated Events (875) for Service continued to significantly exceed Resident-Initiated Calls for Service (CFS) (408).

The sustained ratio demonstrates the department's continued emphasis on proactive operations, resident engagement, early intervention actions, and timely responses to resident complaints, all of which are having a measurable impact reflected in this data.

HACM Public Safety personnel have continued to attend and participate in Resident Organization meetings and engage directly with Resident Leadership, which strengthens communication, builds trust, and allows emerging concerns to be addressed earlier through dialogue and presence.

This combination of proactive officer activity and intentional community engagement supports the department's broader mission of maintaining safe, secure, and well-managed environments across HACM developments while fostering collaborative relationships with the residents we serve.

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



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

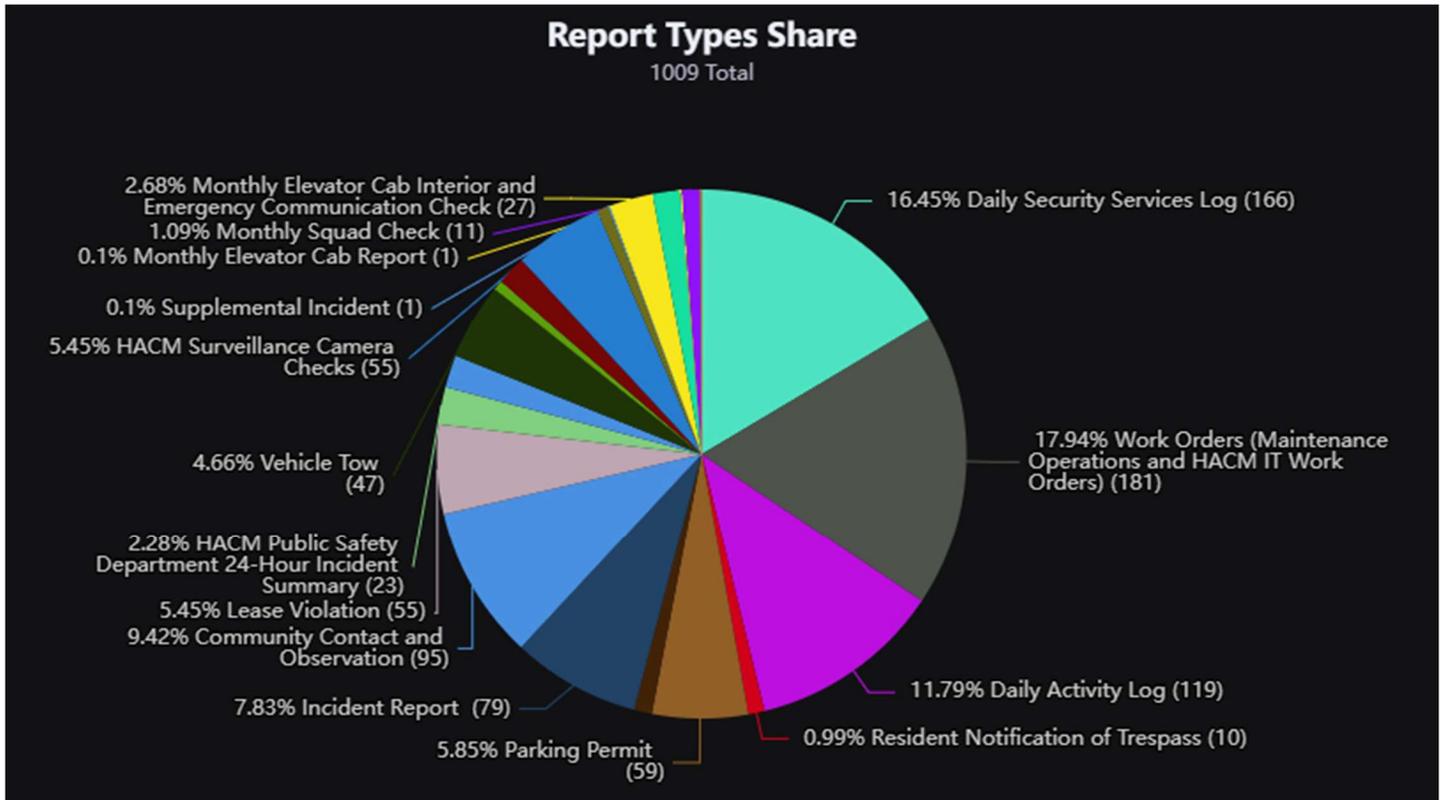
- **Elevator Safety Checks:** Conducted monthly inspections across developments to ensure functionality and resident safety.
- **Fire Trouble at Test Time Reporting:** Completed reports of alarm panel trouble concerns. Reports are forwarded to HACM Maintenance and IT departments to ensure life-safety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



February 2026 Initiatives – HACM Public Safety Department

During February 2026, the Housing Authority of the City of Milwaukee (HACM) Public Safety Department advanced several key initiatives that strengthened organizational preparedness, enhanced resident safety, and supported operational continuity across multiple developments.

Proactive Operations and Resident Engagement Initiative

Decentralized Patrol Deployment Initiative

The department officially implemented a structured decentralized patrol deployment model, distributing Public Safety resources across designated North, Central, and South sectors. This deployment strategy is formally supported through the newly established HACM Public Safety Department SOP 243 – Decentralized Deployment, which provides clear guidance on patrol distribution, sector responsibility, and operational expectations. The SOP establishes a framework that enhances patrol visibility, strengthens operational control, improves response times, and increases familiarity with assigned developments.

To support this proactive model, the department also conducted focused saturation deployments in identified areas of concern, reinforcing visible presence and deterrence in developments experiencing

higher levels of activity. These deployment strategies were coordinated with dispatch oversight and supervisory guidance to ensure balanced coverage across HACM properties.

Resident Organization Meetings and Resident Organization Leadership Engagement Initiative

In addition to deployment strategies and, the department continued to place a strong emphasis on resident engagement and leadership collaboration. Public Safety leadership and personnel attended Resident Organization meetings and engaged directly with Resident Leadership to discuss safety concerns, provide updates, and foster open communication. This engagement supports early identification of issues, strengthens trust between residents and Public Safety personnel, and encourages cooperative solutions to safety-related challenges within HACM communities.

Community Partnership Initiative

The department also continued coordination with external public safety partners, including the Milwaukee Police Department, to address specific developments where additional resources or intelligence-sharing could support safe and orderly environments.

Initiative Impact

Collectively, these February initiatives demonstrate HACM Public Safety's ongoing focus on proactive operations, community engagement, and interagency collaboration, all of which continue to have a positive impact in ensuring that HACM developments remain safe, secure, and responsive to the needs of residents while maintaining operational continuity across the system.

Conclusion

The Housing Authority of the City of Milwaukee (HACM) Public Safety Department continues to demonstrate its strategic value and impact through focused operations, responsive service delivery, and intentional engagement with residents. During the February 2026 reporting period, these coordinated efforts, supported by internal departments and external partners, contributed significantly to maintaining safe, secure, and stable environments across HACM communities.

The department remains committed to data-informed decision-making, interdepartmental collaboration, and resident-focused practices.

MED 03/12/2026