



# Housing Authority City of Milwaukee Public Safety Department

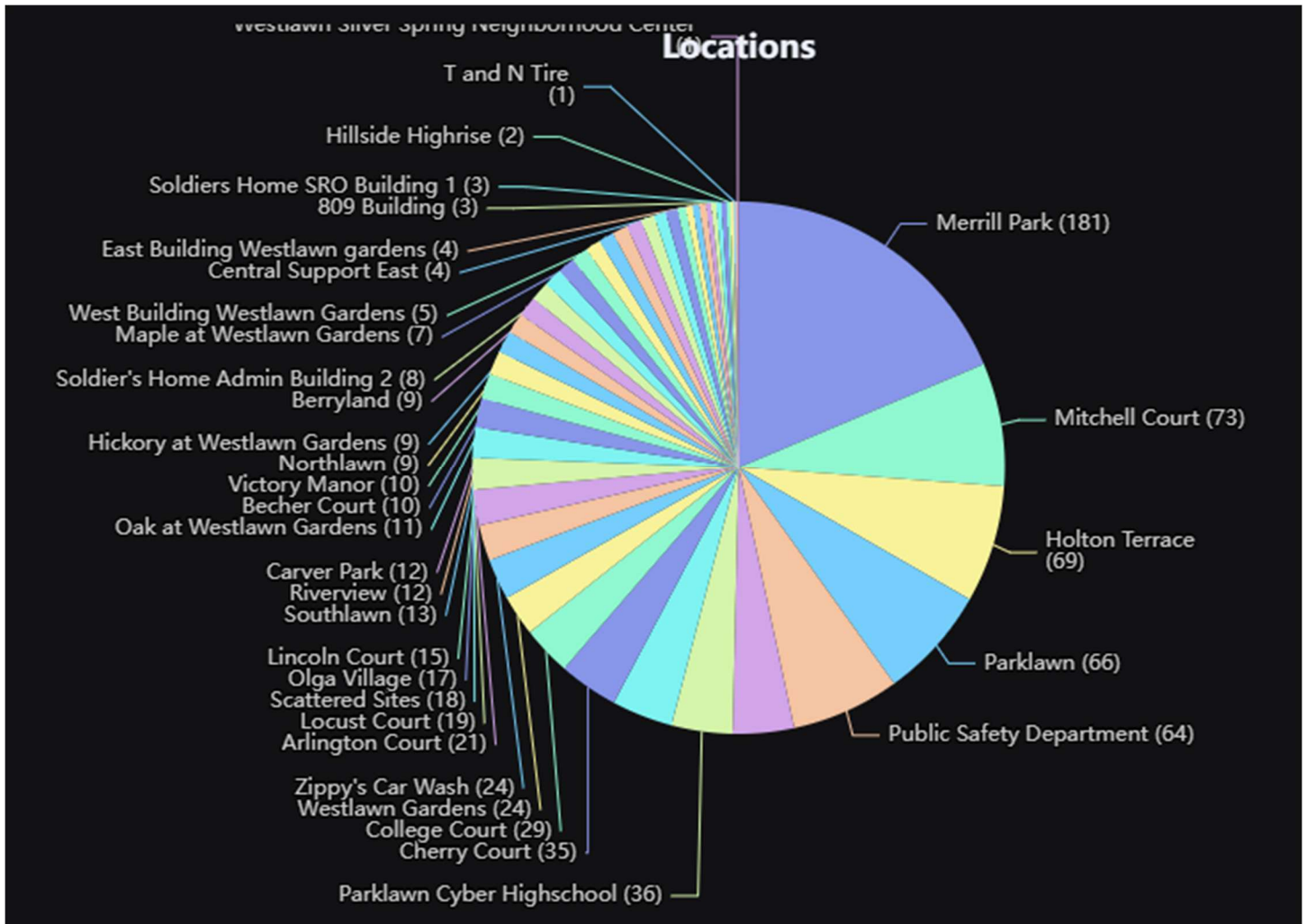


650 W Reservoir Avenue  
Milwaukee, WI 53212

## Housing Authority of the City of Milwaukee Public Safety Department Analytics and Initiatives Report March 12, 2026 through April 2, 2026

The Housing Authority of the City of Milwaukee (HACM) Public Safety Department submits this Monthly Report for the period of March 12, 2026 through April 2, 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) (642) for Service exceeded Resident-Initiated Calls for Service (CFS) (329)**, showcasing the department's commitment to proactive intervention and its impact.

During this reporting period, Officer-Initiated Activity decreased from 875 to 642, a reduction of 26.63%. This decrease is primarily attributed to current staffing challenges that impacted the department's ability to maintain previous levels of proactive, officer-initiated activity. Despite these challenges, Public Safety personnel continued to focus on high-visibility patrol, resident engagement, and targeted proactive deployment strategies to maintain safety and security across HACM developments.

Calls for Service decreased from 408 to 329, a reduction of 19.36%. This decrease is a positive indicator and reflects the continued impact of proactive deployment, environmental safety improvements, and strong collaboration between HACM Public Safety, Property Management, Maintenance, IT, Resident Services, and our law enforcement partners. This trend indicates that fewer incidents are occurring, which directly supports HACM's mission of providing safe, secure, and stable environments where residents can live, grow, and thrive.

Together, these metrics demonstrate that while staffing levels impacted the volume of officer-initiated activity, the continued reduction in Calls for Service shows that HACM's proactive safety strategies, environmental improvements, and strong interdepartmental and law enforcement partnerships are contributing to a measurable reduction in incidents and an overall improvement in safety across HACM developments, reflecting a resident-focused approach to maintaining safe and stable communities.



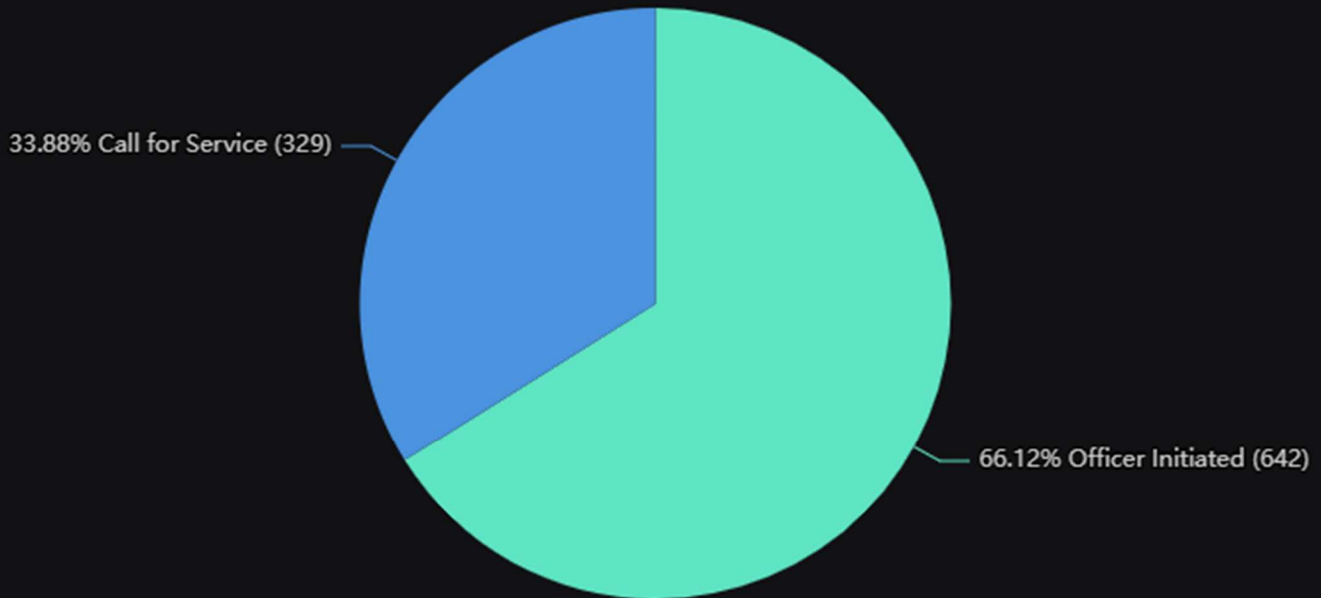
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## Event Types Share

971 Total



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

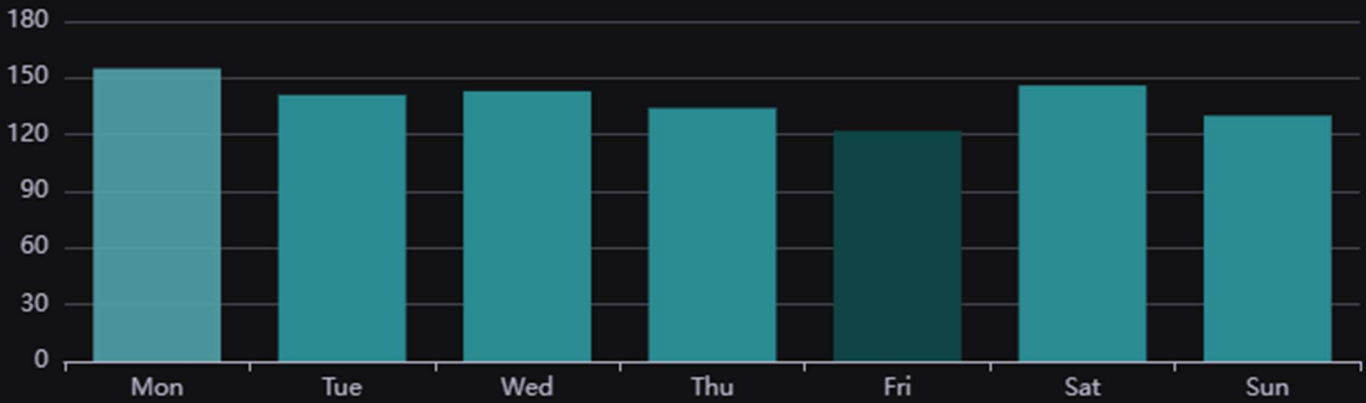


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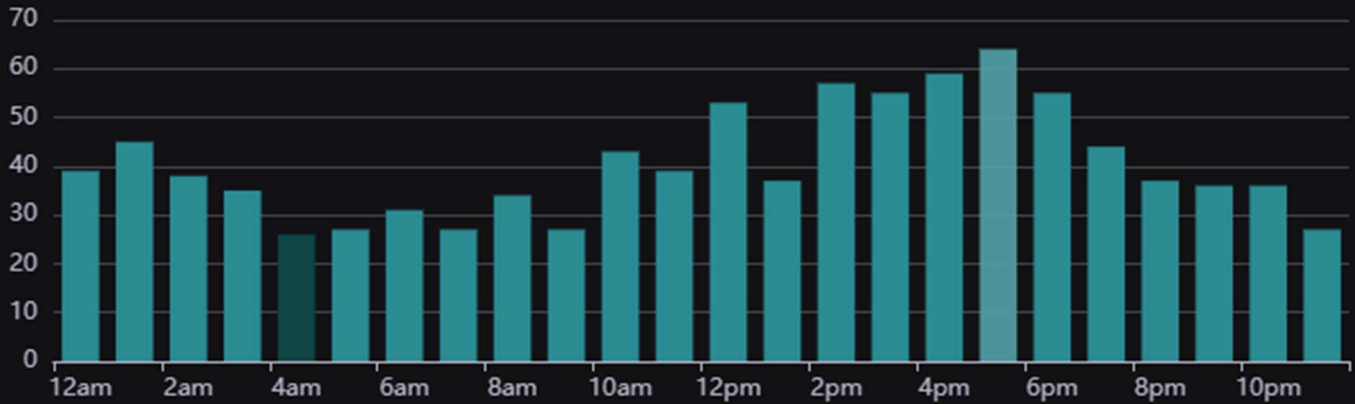


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## Activity Per Day of the Week



## Activity Per Time of Day





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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.

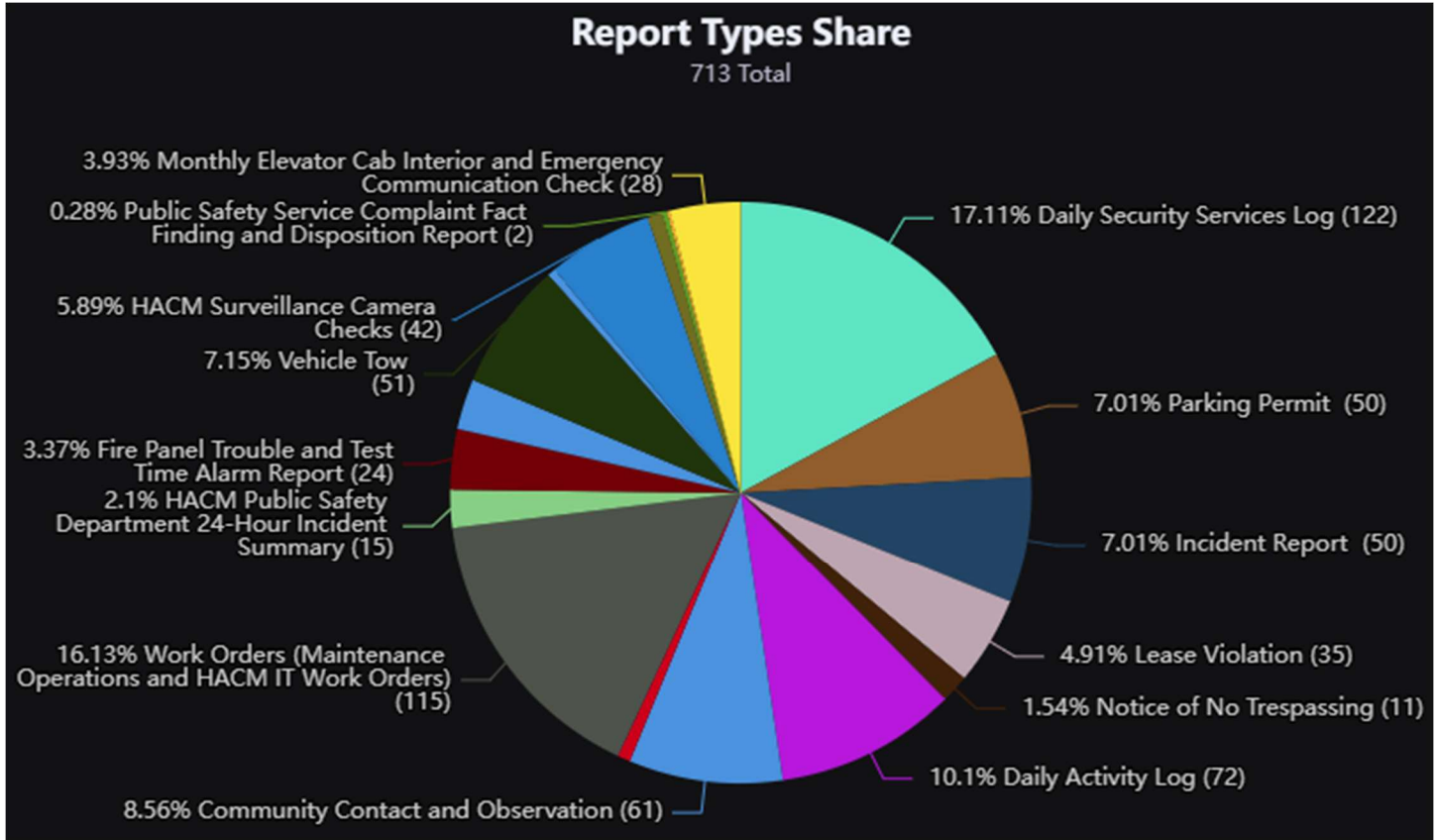
## Operational Coordination

- **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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## March 2026 Initiatives – HACM Public Safety Department

During the month of March 2026, the Housing Authority of the City of Milwaukee (HACM) Public Safety Department supported the agency by advancing several key initiatives that strengthened organizational preparedness, enhanced resident safety, and supported operational continuity across HACM developments. These efforts support HACM’s mission to provide safe, secure, and sustainable housing environments for residents, staff, and visitors.

### Security Infrastructure Improvements

The Arlington Court Package Room Security Project was completed and is now operational. This project included controlled access and camera coverage and was implemented to reduce package theft and improve resident services. Public Safety also continued working with HACM IT and Property Management on camera placement and access control improvements across various developments to enhance overall security coverage and investigative capabilities when incidents occur.



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## **Contractor Services Review and Cost Reduction**

During March, the Public Safety Department conducted a review of third-party security contractor services and made strategic adjustments to reduce costs while maintaining safety coverage through targeted deployment of HACM Public Safety personnel and revised contractor scheduling. These changes will result in nearly \$20,000 per month in cost savings to the Housing Authority while maintaining safety operations and site coverage.

## **Proactive Safety Deployment**

During March, Public Safety developed and implemented proactive deployment strategies in response to recent “Take Over” events occurring throughout the city involving large unauthorized youth gatherings. HACM Public Safety received information that similar gatherings were being discussed and potentially planned at HACM developments. In response, the department developed a proactive deployment plan that included increased visibility patrols, real-time monitoring of developments, supervisor-led field deployments, and coordination with the Milwaukee Police Department. The purpose of this initiative was to deter large unauthorized gatherings, protect HACM property, and maintain safe environments for residents by addressing potential issues before they escalated.

## **Initiative Impact**

The initiatives implemented during March resulted in increased proactive safety presence across HACM developments, improved security infrastructure and controlled access measures, coordinated emergency response and resident assistance during incidents, strengthened partnerships with local public safety agencies, a reduction in contract security costs and improved operational efficiency, and a continued focus on maintaining quality of life and safe environments for HACM residents.

## **Conclusion**

The Housing Authority of the City of Milwaukee (HACM) Public Safety Department continues to demonstrate its strategic value through proactive deployment, security infrastructure improvements, cost reduction initiatives, and strong partnerships with internal departments and external public safety agencies. These efforts are guided by operational data, incident trends, and resident concerns, ensuring that Public Safety resources are deployed where they are most needed and where they have the greatest impact on resident safety and quality of life. The department remains committed to a proactive, resident-focused approach that supports safe, stable, and well-managed communities across HACM developments while also supporting the agency’s operational efficiency and financial responsibility.