



# 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 2025 Year End Report

### Purpose

This memo outlines the 2025 End of Year accomplishments, identifies current challenges, and highlights next steps for the Housing Authority of the City of Milwaukee (HACM) Public Safety Department. All items reflect initiatives and actions executed exclusively in calendar year 2025.

### Accomplishments (January – December 2025)

- **Resident Organization Leadership Engagement**

Initiated structured and consistent engagement with Resident Organization Leaders (President/Vice President) to address public safety concerns at their respective developments, proactively focused on solutions.

- **Refrigerator Magnet Rollout – Community Education Initiative**

Designed and began distributing informational refrigerator magnets to residents' examples of instances when to call HACM Public Safety vs. Law Enforcement.

These were well received during the HACM Board of Commissioners meeting and now serve as a visible, multilingual reference in resident homes.

### Over 2000 Public Safety Event Response Magnets distributed in 2025

- **2025 HAI (Housing Authority Insurance) Risk Management Award**

In 2025, HACM received the Housing Authority Insurance (HAI) Risk Management Award. This recognition reflects proactive prevention-focused strategies, expanded surveillance technology, strengthened training initiatives, and sustainable partnerships developed in prior years and operationalized in 2025. These efforts contributed to reduced calls for service at high-priority locations, improved response effectiveness, and enhanced staff morale, supporting safer and more secure environments for residents, visitors, and staff.

### Operational Response (January – December 2025)

- **Data-Informed Deployment Strategy**

Continued optimizing officer placement and patrol strategies using Calls for Service (CFS) data to enhance response efficiency and coverage.

- **Specialist Training Implementation**

Developed and rolled out training for Public Safety Specialists that includes:

- Situational Awareness
- Observing and Reporting
- Disengaging and Spacing



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- De-escalation
- **Call Intake & Documentation Standards Enforcement**  
Reinforced expectations for Dispatch Operators to gather detailed caller information and accurately document all details of Events in the THERMS system.
- **Enhanced Interdepartmental Collaboration**  
Strengthened collaboration with the Resident Liaison Department, Resident Management, and Maintenance teams to proactively respond to recurring nuisance and quality-of-life concerns.
- **Agency Wide Evacuation Planning**  
The Public Safety Department partnered with Resident Services, Construction and Special Projects, and Property Management to establish a cross-departmental committee focused on evaluating, updating, and implementing comprehensive evacuation planning and procedures. This collaborative effort is intended to ensure consistent, agency-wide readiness for residents and staff, and to align HACM's emergency protocols with best practices in life-safety planning.
- **Response to Fiber Optic Outage**  
In coordination with Information Technology and Property Management, the Public Safety Department responded to a fiber optic outage that disrupted medical alert systems, fire alarm connectivity, and telephone service across several developments. The outage lasted approximately two hours and impacted critical life-safety communication systems. Public Safety maintained situational oversight and coordination until full system restoration.



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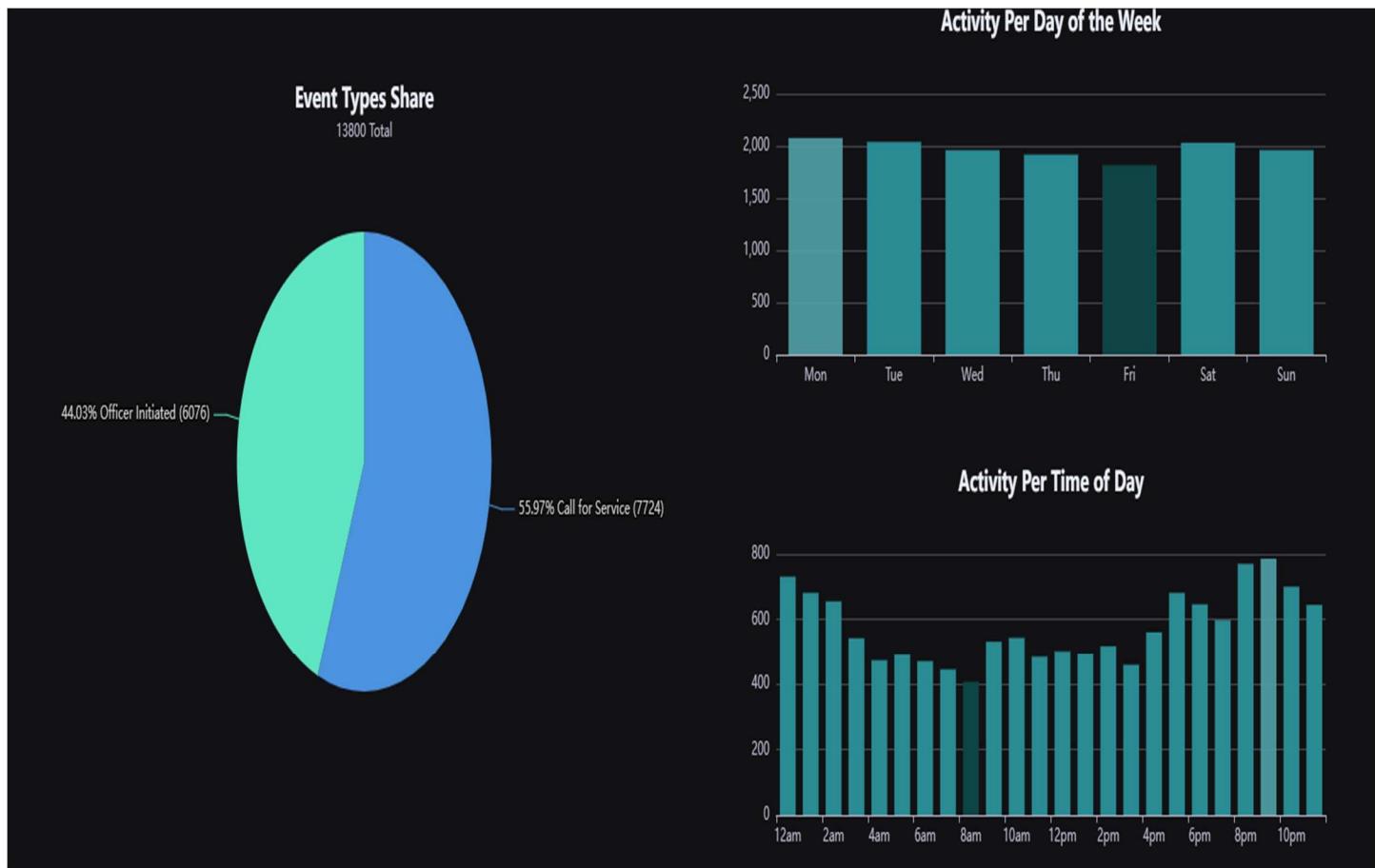


## HACM Public Safety Department Data (2024 – 2025)

Throughout 2025, the HACM Public Safety Department implemented structured patrol rotations and maintained a high-visibility presence across all HACM developments and properties. This approach contributed to a reduction in reactive calls for service and increased proactive engagement.

Data captured within the THERMS Records Management System reflects a measurable shift in operational activity between calendar years 2024 and 2025.

### Calls for Service (Events) January 1, 2024 to December 31, 2024

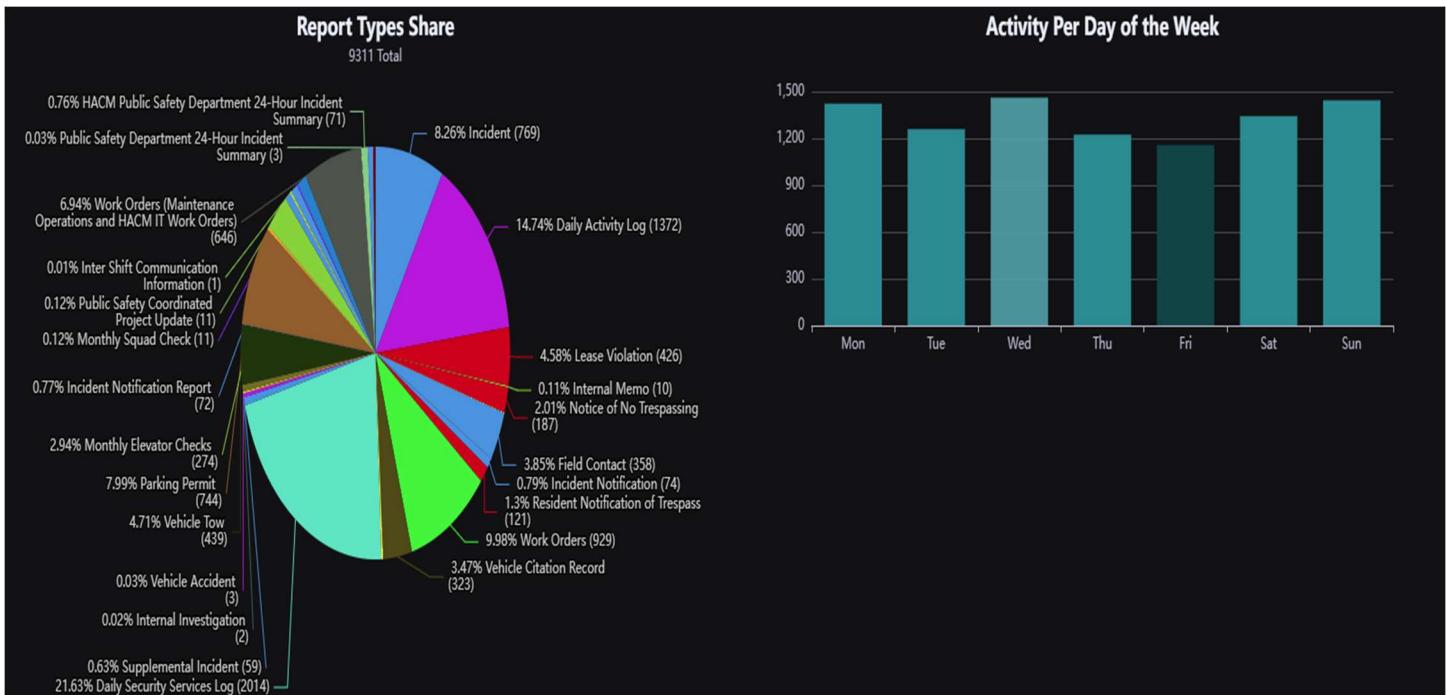




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## Calls for Service (Events) January 1, 2024 to December 31, 2024

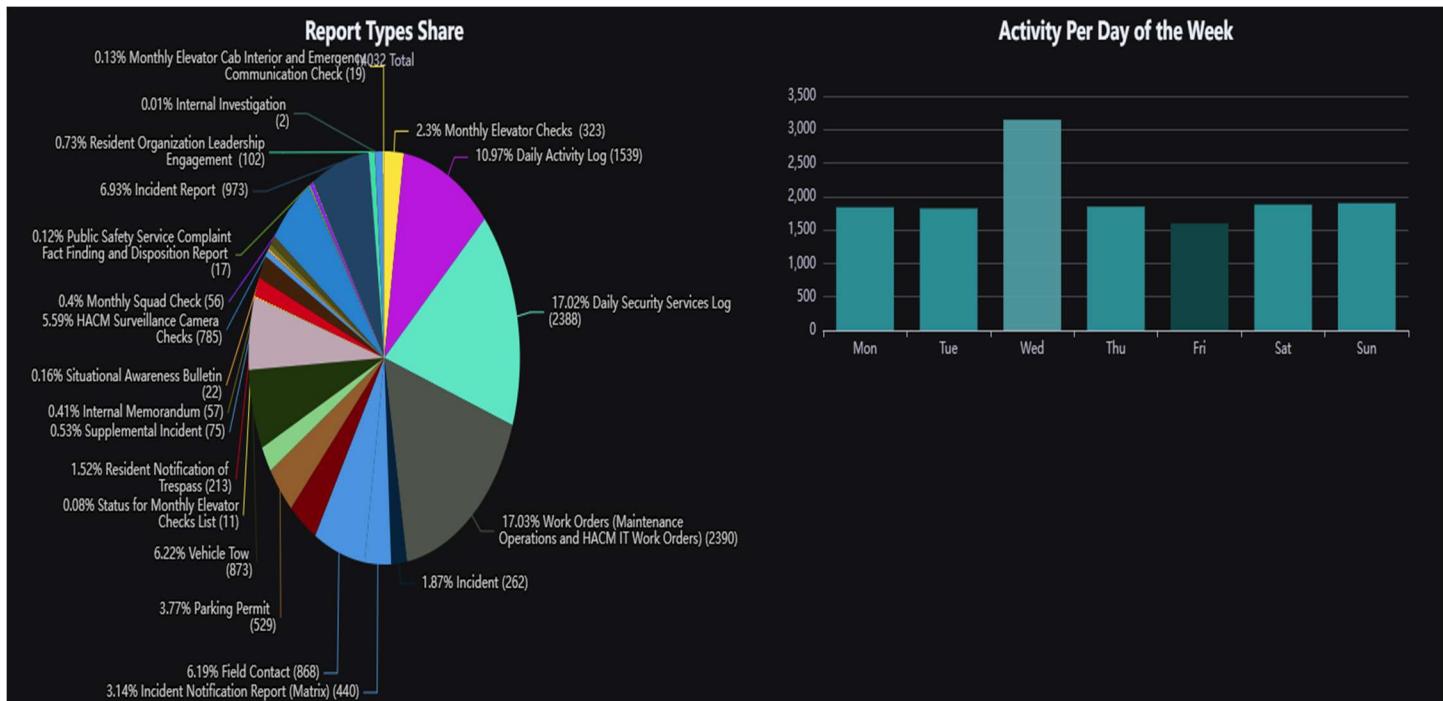




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## Public Safety Activity Analysis (2024–2025)

A review of data captured within the Housing Authority of the City of Milwaukee (HACM) Public Safety Department's THERMS Records Management System reflects a measurable shift in operational activity between calendar years 2024 and 2025, underscoring the Department's proactive public safety strategy.

In **2024**, the HACM Public Safety Department logged a total of **13,800 events**, consisting of **7,724 calls for service** and **6,076 officer-initiated activities**. During this same period, **9,311 reports** were generated.

In **2025**, total logged events increased to **15,699**, representing a **13% overall increase** in activity. Of these events, **5,838 were calls for service**, while **9,849 were officer-initiated proactive events**. Additionally, **4,032 reports** were filed.

Comparative analysis reveals a **24% reduction in calls for service**, coupled with a **62% increase in officer-initiated activity**, demonstrating a strategic shift toward proactive patrol, engagement, and intervention. While overall activity increased, the significant reduction in reactive calls for service indicates improved situational awareness, early intervention, and sustained visibility across HACM developments and properties.



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These results reflect the HACM Public Safety Department's comprehensive and proactive approach to public safety, emphasizing prevention, engagement, and strategic deployment. The data supports the Department's commitment to maintaining safe and secure environments where HACM residents, visitors, and staff can live, grow, and thrive.

## Public Safety Activity Comparison Table

Category	2024	2025	Change	% Change
Total Events Logged	13,800	15,699	+1,899	+13%
Calls for Service	7,724	5,838	-1,886	-24%
Officer-Initiated Events	6,076	9,849	+3,773	+62%
Reports Filed	9,311	4,032	-5,279	-57%

The 2025 operational year reflects a maturing, data-driven Public Safety Department focused on proactive engagement, strategic deployment, and cross-departmental collaboration. The outcomes documented in this report position HACM Public Safety to continue reducing reactive demand, strengthening resident trust, and enhancing life-safety readiness agency-wide moving into 2026.

MED 01/14/2026