



Housing Authority City of Milwaukee Public Safety Department

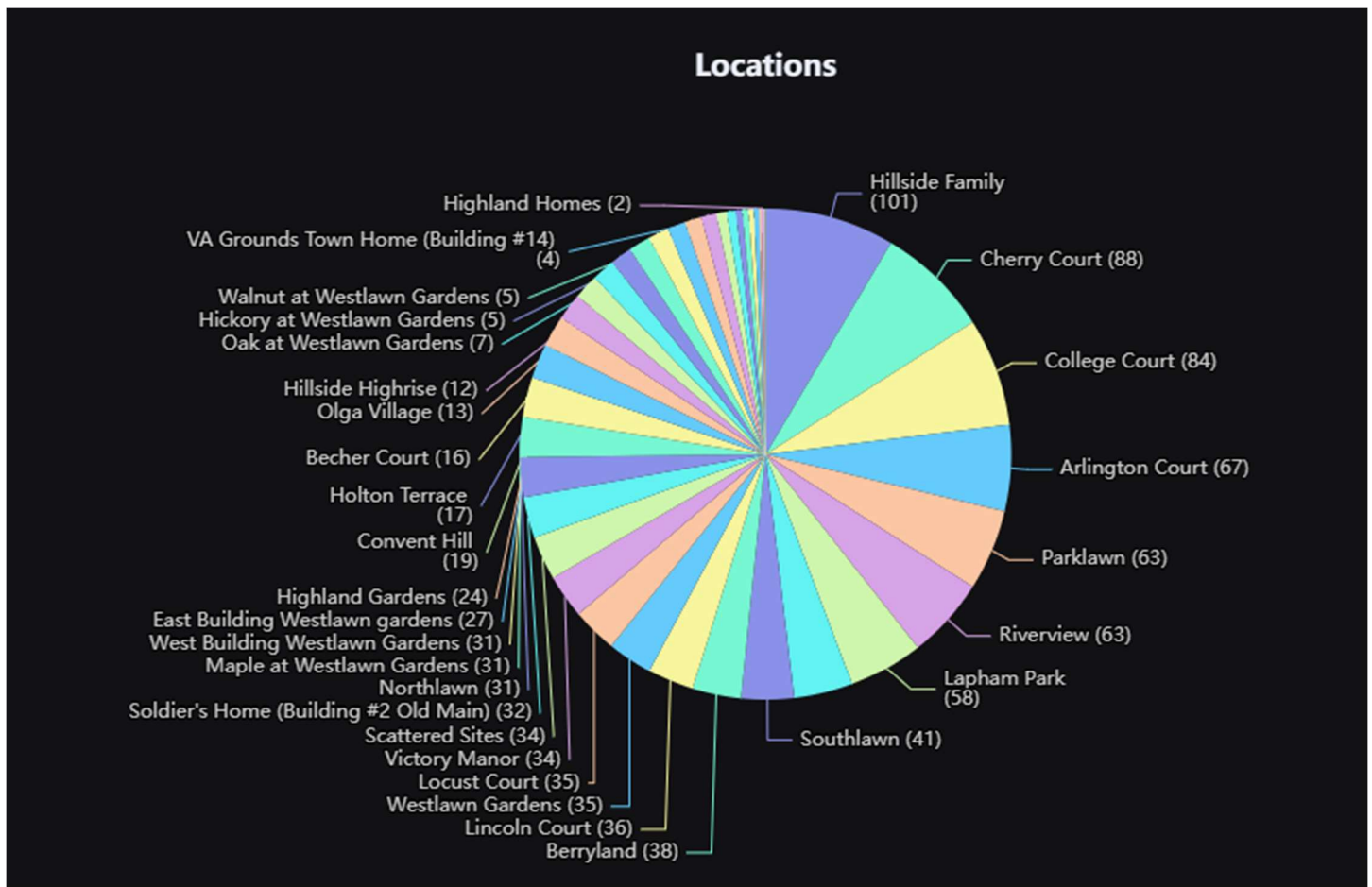
650 W Reservoir Avenue
Milwaukee, WI 53212



Housing Authority of the City of Milwaukee Public Safety Department Analytics and Initiatives Report July 31, 2025 – September 5, 2025

The Housing Authority of the City of Milwaukee (HACM) Public Safety Department submits this Monthly Report for the period of July 31, 2025 through September 5, 2025. 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) (732) for Service exceeded Resident-Initiated Calls for Service (CFS) (644)**, showcasing the department's commitment to proactive intervention and its impact.

These numbers reflect and overall increase in Events (1376) of 16 % (+192) from the previous timeframe (1184), with a 40% (+187) increase in Calls for Service and 2% (+17) increase in Officer Initiated events during the reported time period.

From January 1, 2024, to September 5, 2024, to the same period in 2025, there were several notable shifts in event types. The total number of events increased from 8,793 to 9,281, which is a 5.55% increase. In contrast, Calls for Service saw a significant decrease of 30.80%, dropping from 5,480 to 3,792. This decline was offset by a sharp rise in Officer-Initiated Events, which increased from 3,313 to 5,477, representing a substantial 65.32% increase.



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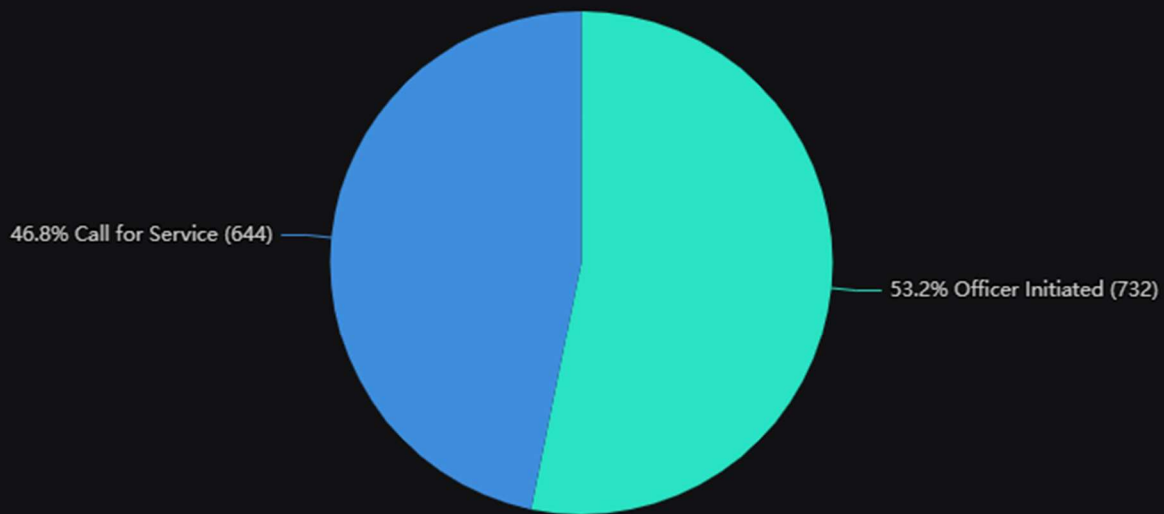
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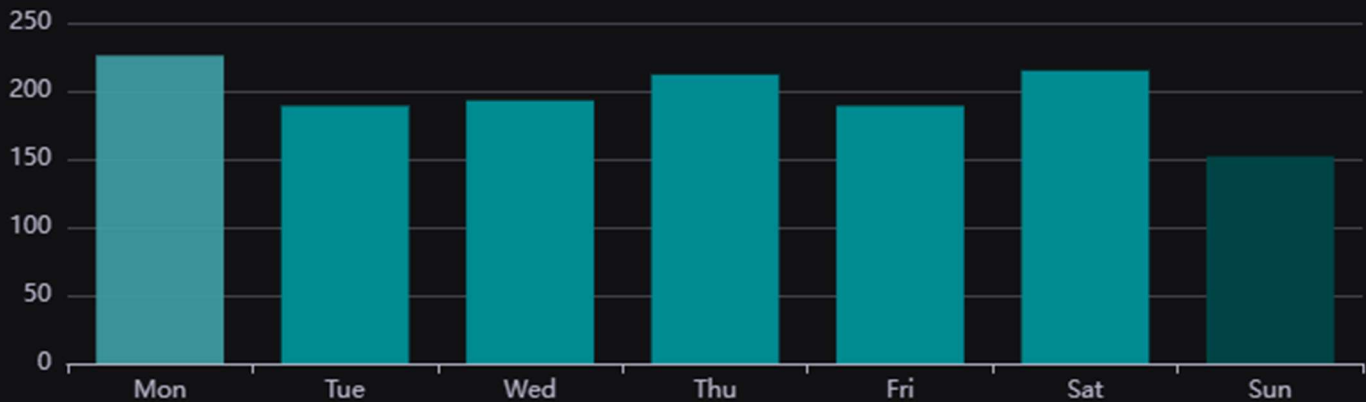
Community Safety Deployments and **Rotational Patrols** maximizes visibility and serves as a strong deterrent to potential criminal or disruptive activity.

Event Types Share

1376 Total



Activity Per Day of the Week



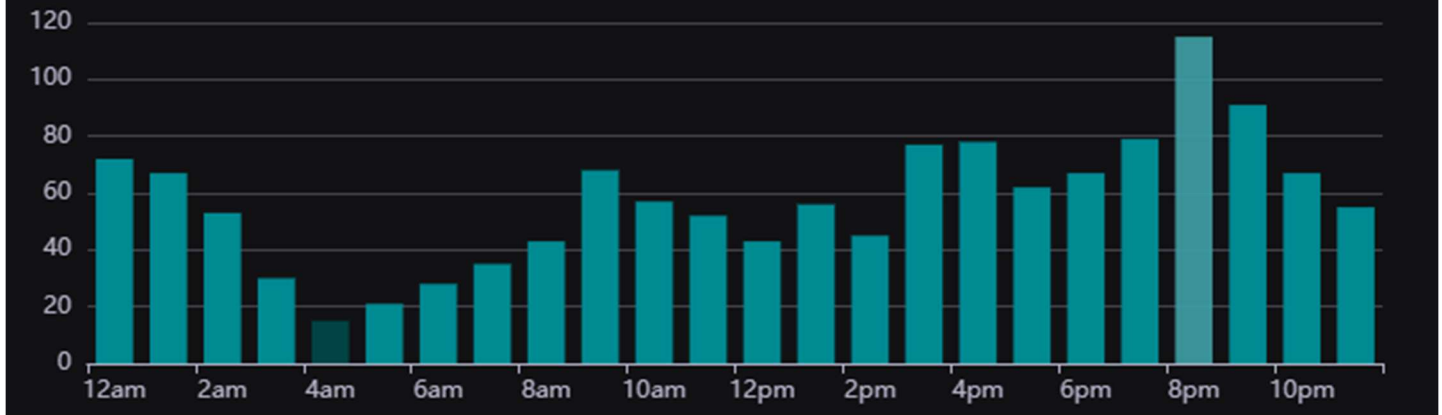


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Activity Per Time of Day





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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.

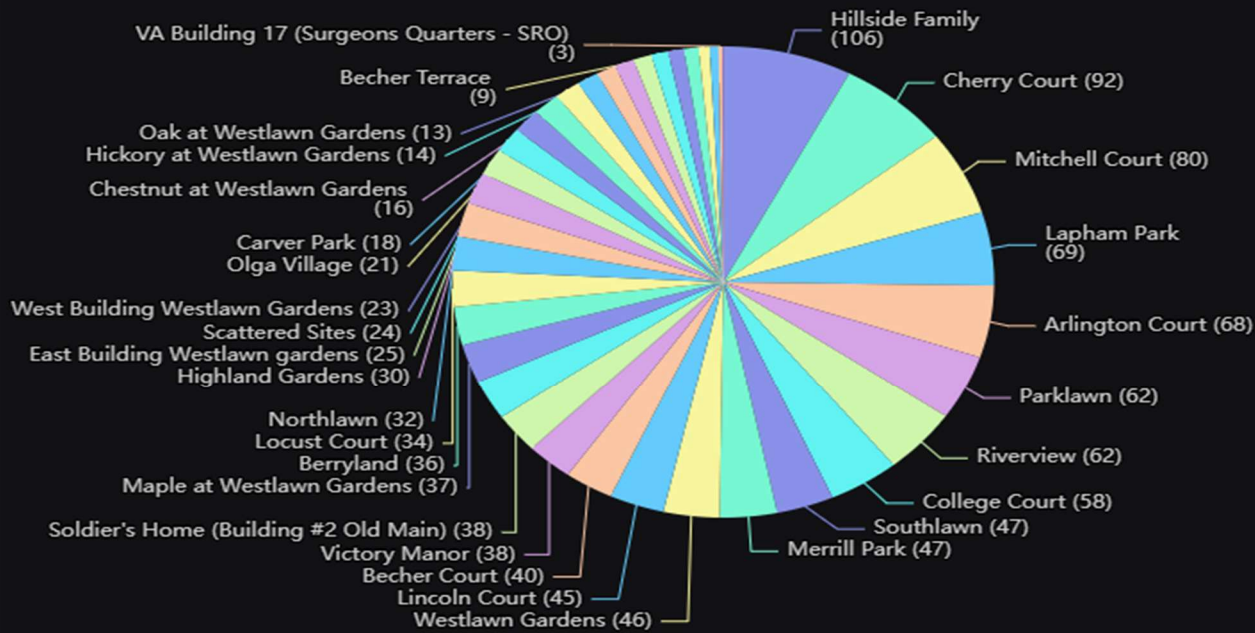


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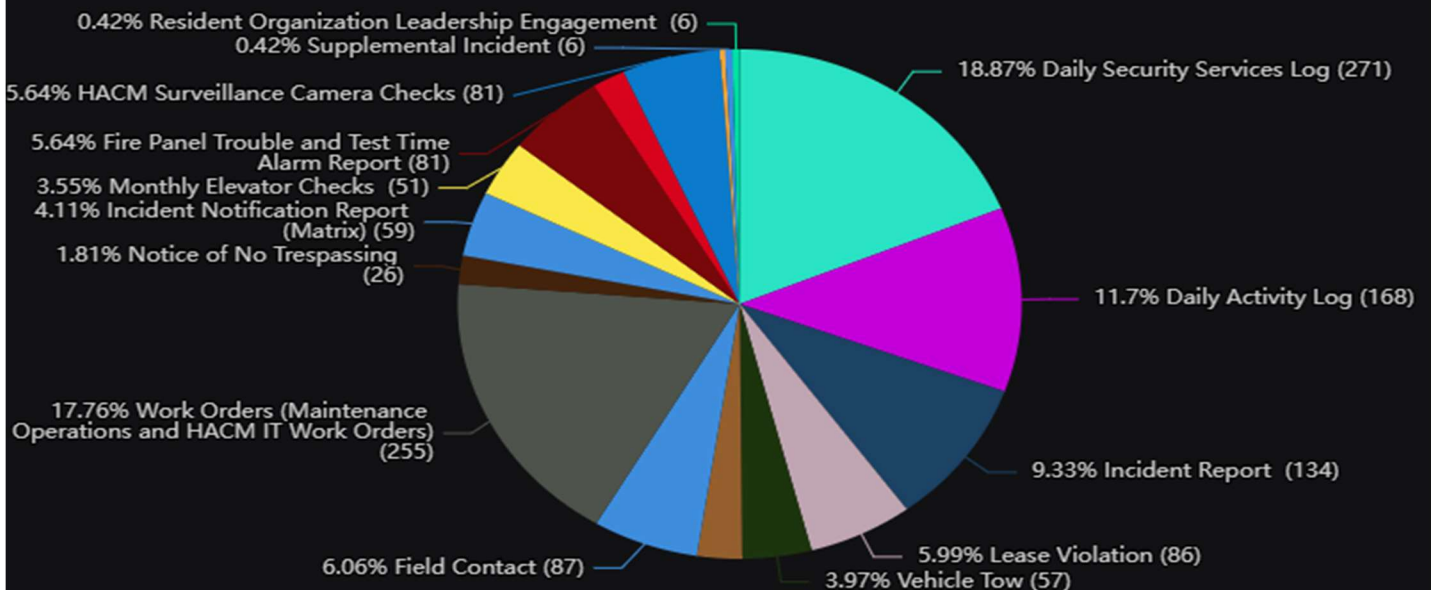


Locations



Report Types Share

1436 Total





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Initiatives:

- On September 19, 2025 the Public Safety Department will officially receive an Honorable Mention for the HAI (Housing Authority Insurance) Group's 2025 Risk Management Awards, which recognizes housing agencies and their departments for outstanding safety and risk management initiatives. In 2024, the team advanced proactive prevention-focused strategies, expanded surveillance technology, and strengthened training and build sustainable partnerships with internal and external stakeholders. These efforts resulted in reduced calls for service at high-priority sites, improved response times, and boosted staff morale helping ensure safer, and more secure community environments for HACM residents, visitors and staff.

Conclusion

The Housing Authority of the City of Milwaukee (HACM) Public Safety Department continues to demonstrate its strategic value and impact through focused patrol operations, responsive service delivery, and intentional engagement with residents. During the August 2025 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. Through continuous assessment and refinement of its strategies, the HACM Public Safety Department helps to foster safe and secure environments where residents, visitors, and staff can live, grow, and thrive.

MED 09/05/2025