



# Housing Authority City of Milwaukee Public Safety Department

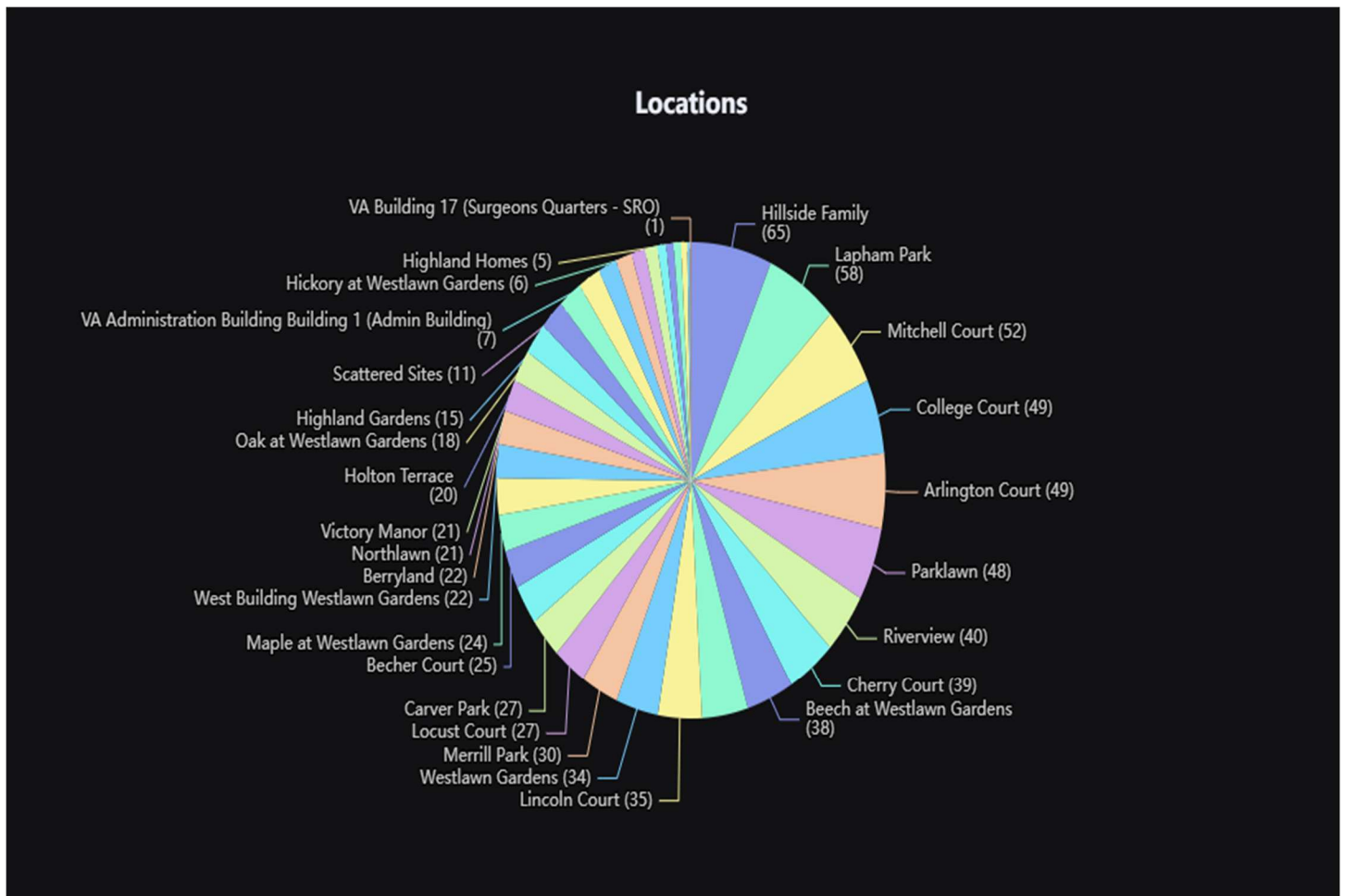
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Milwaukee, WI 53212



## Housing Authority of the City of Milwaukee Public Safety Department Analytics and Initiatives Report November 6, 2025 through December 5, 2025

The Housing Authority of the City of Milwaukee (HACM) Public Safety Department submits this Monthly Report for the period of November 6, 2025 through December 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:

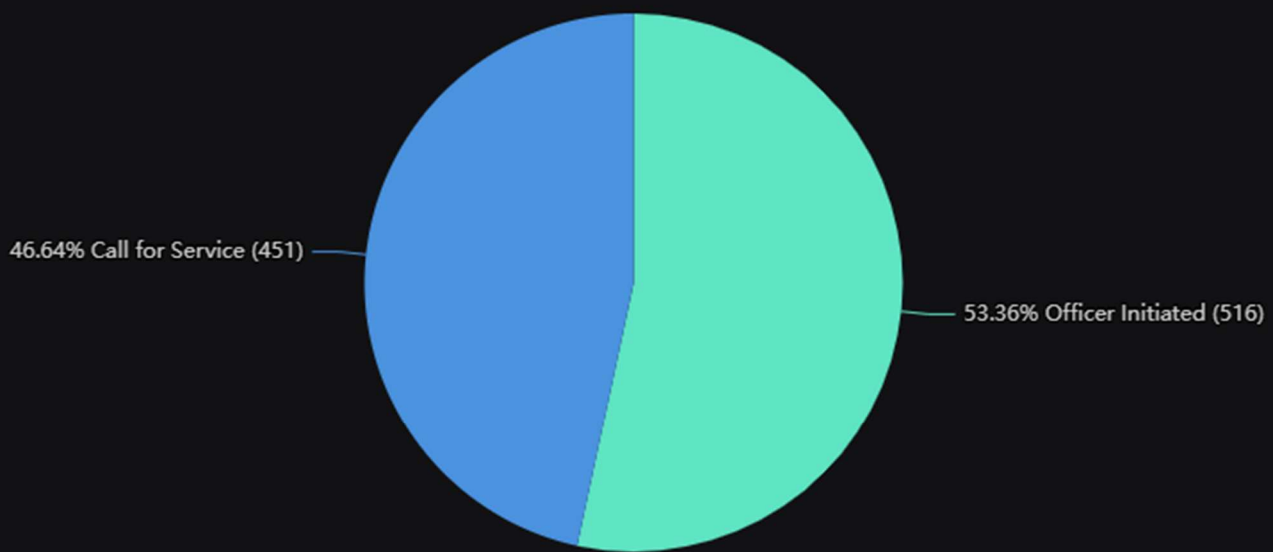
- **Officer-Initiated Events (OI) (516) for Service exceeded Resident-Initiated Calls for Service (CFS) (451)**, showcasing the department's commitment to proactive intervention and its impact.

**This data reflects a 36% (-293) decrease in Officer Initiated Events and a 14% (-74) decrease in Calls for Service from the previous reporting period.**

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

### Event Types Share

967 Total



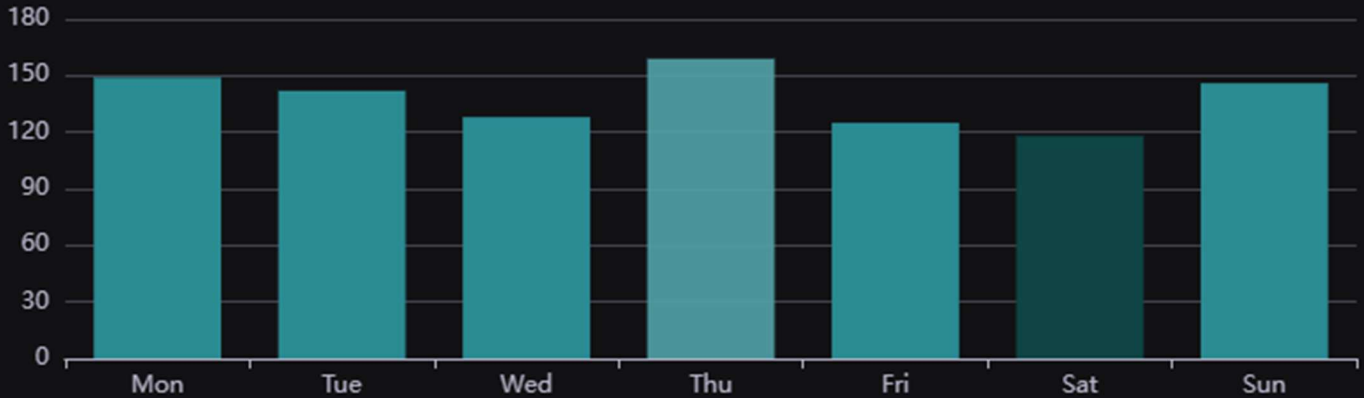


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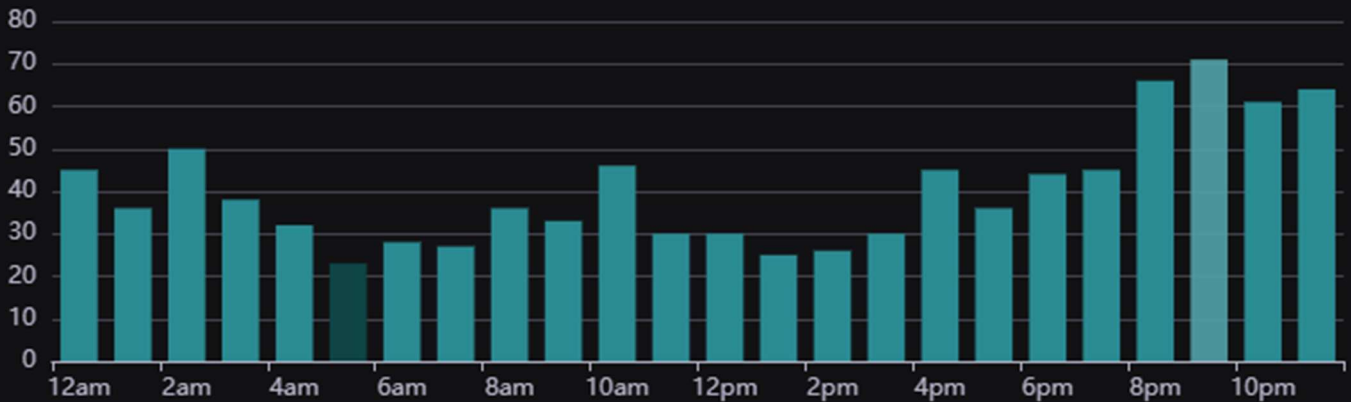
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## Activity Per Day of the Week



## 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.

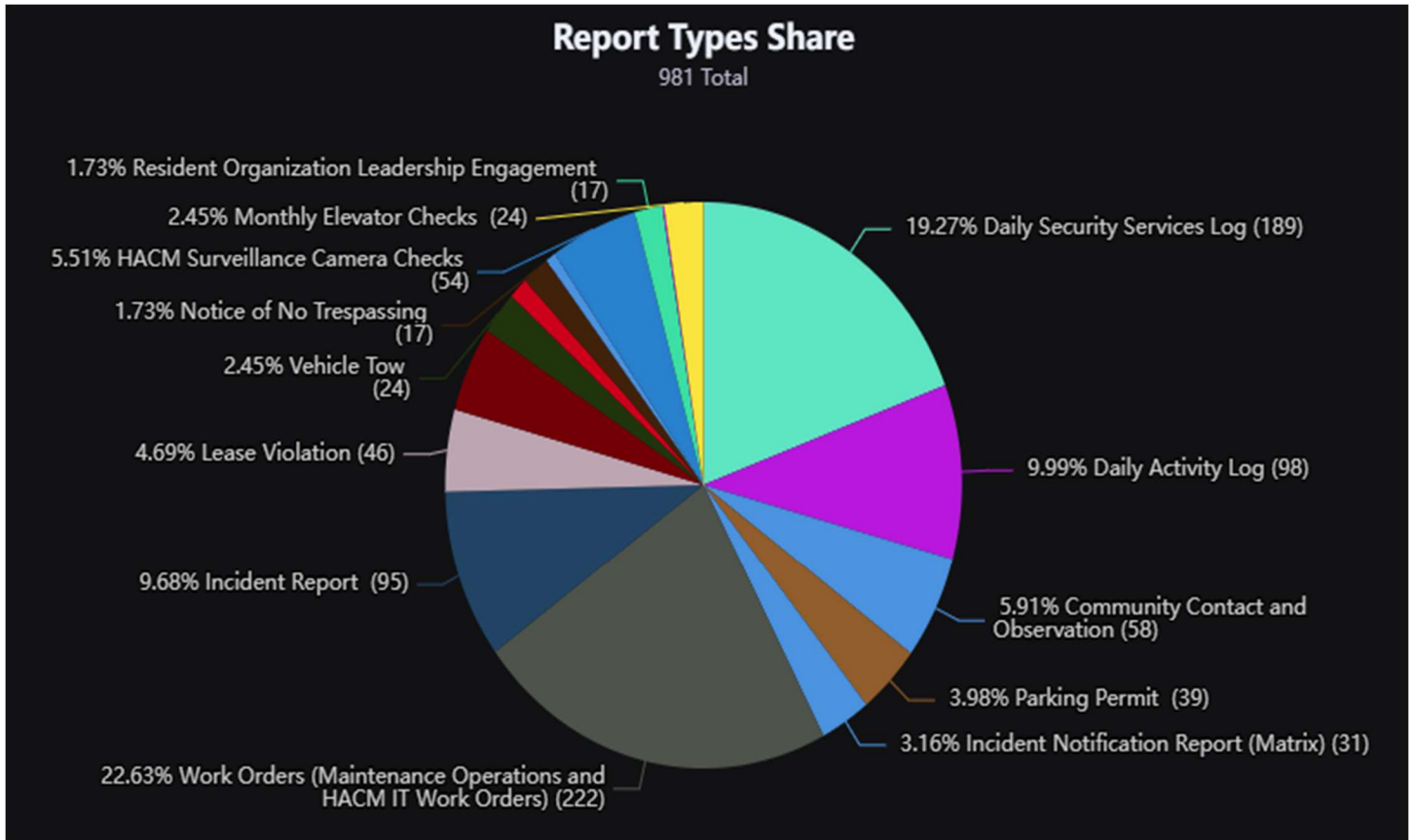
## Operational Coordination

- **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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## November 2025 Initiatives – HACM Public Safety Department

During November 2025, 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.

### 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



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connectivity, and telephone lines across several developments. The outage lasted approximately two hours and affected critical life safety communication pathways.

During this period, Public Safety Specialists conducted rigorous patrol rotations and high-visibility presence throughout the impacted developments. They performed proactive patrols and monitored common areas, and ensured that residents remained safe while systems were offline. This coordinated response ensured situational awareness and operational assurance until full connectivity and functionality were restored.

## **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 November 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.

MED 12/05/2025