



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 June 22, 2026 through August 4, 2026

The Housing Authority of the City of Milwaukee (HACM) Public Safety Department respectfully submits this Analytics and Initiatives Report for the reporting period of **June 22, 2026, through August 4, 2026**. This report provides an overview of departmental activity, operational initiatives, deployment strategies, and performance metrics that support the department's mission of ensuring safe and secure environments for HACM residents, visitors, and staff.

Through proactive patrols, resident engagement, strategic deployment of resources, coordination with internal and external partners, and support of lease compliance efforts, the Public Safety Department continues to provide comprehensive public safety services while supporting the operational objectives of the Housing Authority.

Calls for Service and Officer-Initiated Activity

The Public Safety Department maintains comprehensive coverage across HACM properties by responding to Calls for Service while conducting continuous building checks, vehicle patrols, and resident interactions. This balanced operational approach emphasizes proactive engagement, allowing personnel to identify emerging life and safety concerns, mitigate security risks, and prevent incidents before they occur.

During the reporting period, the department documented **643 Calls for Service** and **1,002 Officer-Initiated Activities**, demonstrating continued emphasis on proactive public safety operations throughout HACM developments.

Calls for Service increased from **611 to 643**, representing an increase of approximately **5.2 percent**. This increase reflects continued demand for public safety services and suggests that residents, staff, and community partners continue to rely upon HACM Public Safety when concerns arise.

Officer-Initiated Activity increased from **945 to 1,002**, representing an increase of approximately **6.0 percent**. Continued growth in proactive activity reflects the department's emphasis on directed deployments, resident engagement, property and development checks, lease compliance interactions, and early identification of life and safety concerns.

Officer-Initiated Activity represented approximately **60.9 percent** of all documented field activity during the reporting period, while Calls for Service represented **39.1 percent**. This distribution reflects the department's operational philosophy of maintaining a visible, proactive presence throughout HACM developments rather than relying solely on reactive response.

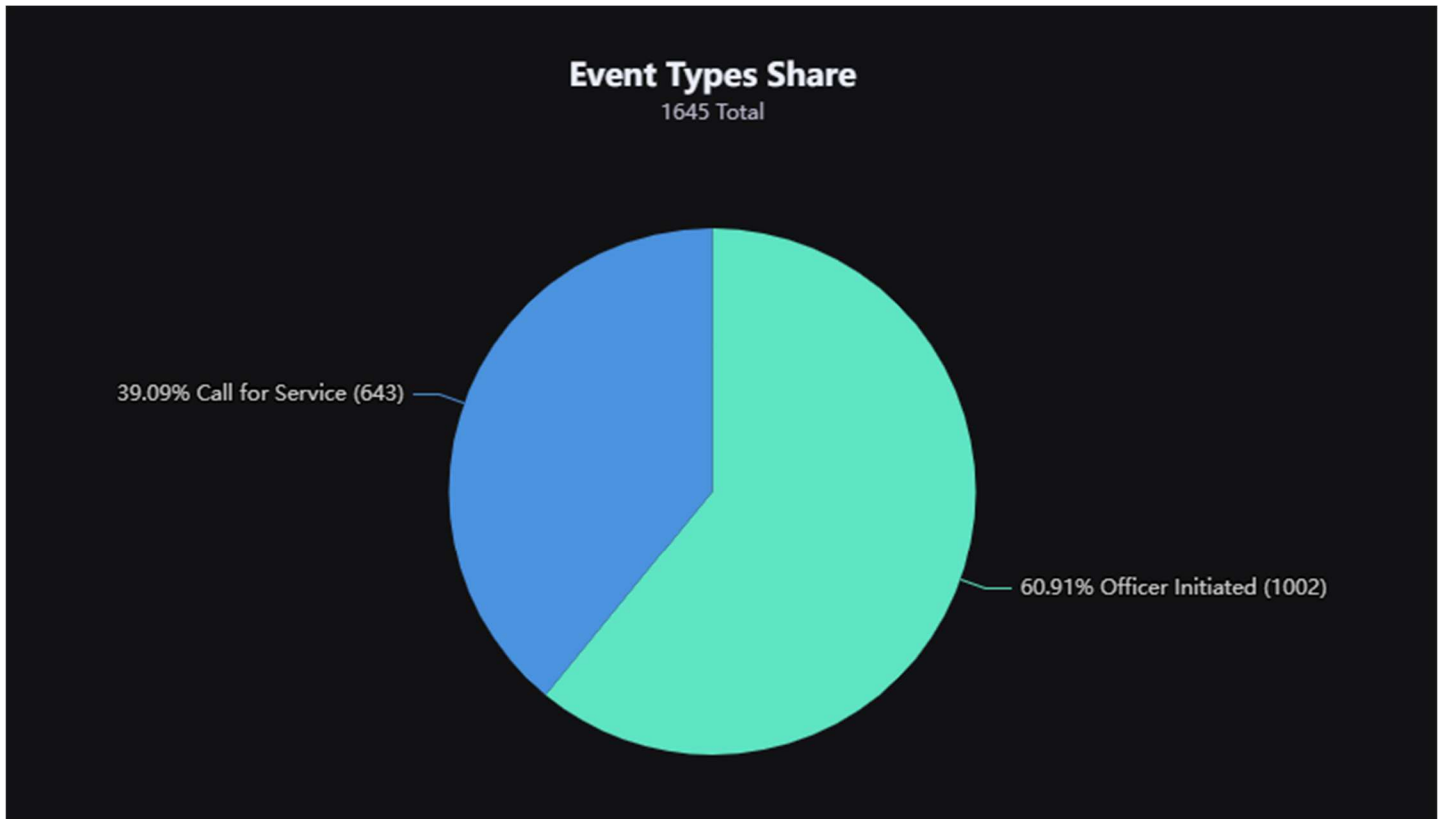


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Continued emphasis on proactive activity increases Public Safety visibility, strengthens relationships with residents and staff, supports early identification of operational concerns, and allows personnel to intervene before issues escalate into more significant incidents requiring additional resources.



Data-Driven Deployment Strategy

Top Eight Most Active Developments

The HACM Public Safety Department utilizes operational data to guide deployment decisions throughout HACM developments. Calls for Service, Officer-Initiated Activity, resident concerns, lease compliance matters, life and safety issues, and other operational indicators are continuously evaluated to determine where enhanced Public Safety presence is warranted.

The chart below identifies the **eight most active developments** during the reporting period based upon documented Public Safety activity. These developments receive enhanced proactive patrols, directed deployments, resident engagement, property and development checks, lease compliance interactions, and focused problem-solving initiatives.



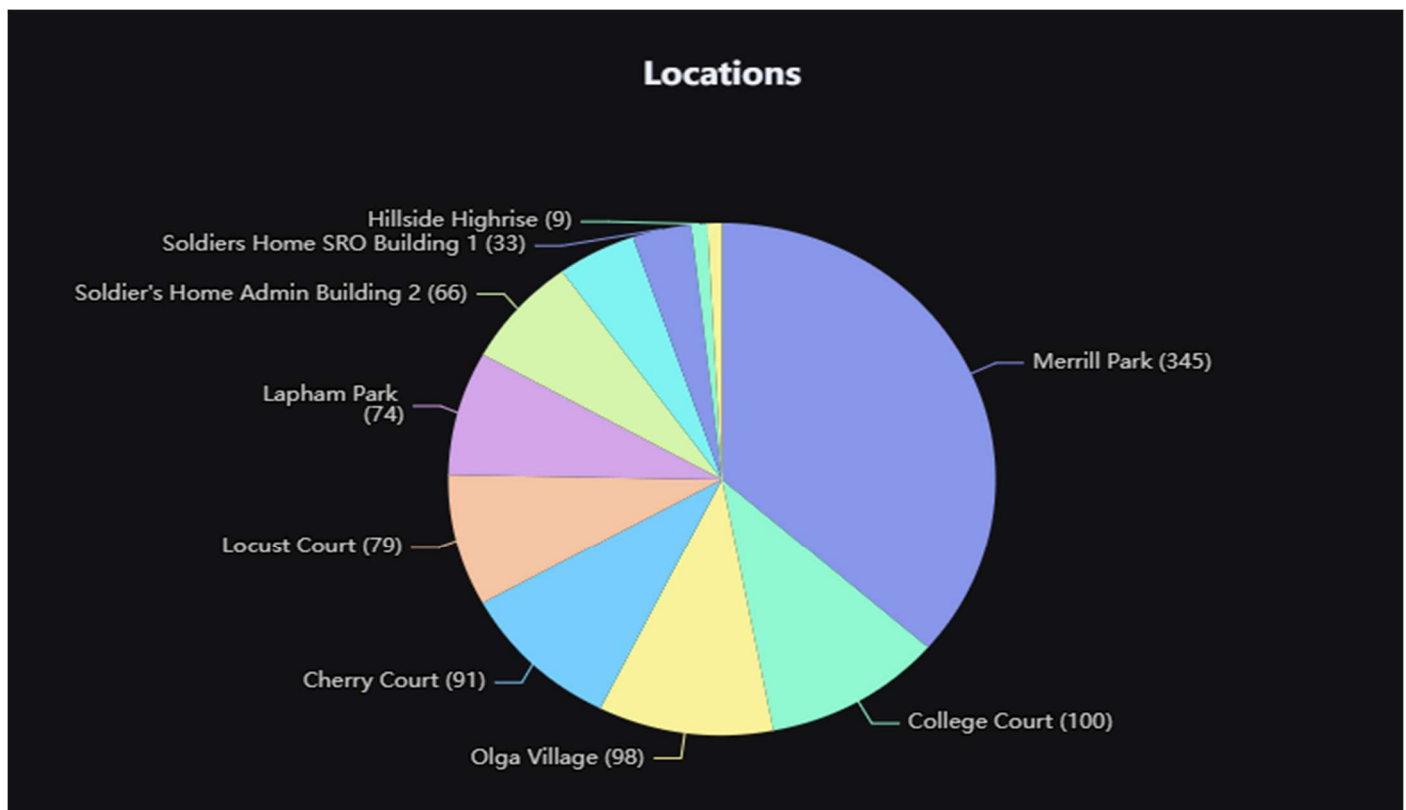
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While Public Safety maintains a visible presence throughout all HACM developments, concentrating resources within these locations allows the department to maximize visibility, strengthen resident relationships, identify emerging operational trends, and address concerns before they require more significant intervention.

The department's intelligence-led deployment strategy ensures personnel and resources are allocated where they can have the greatest operational impact while continuing to support safe and secure environments agency-wide.



Operational Reporting and Performance Metrics

While Calls for Service and Officer-Initiated Activity represent field operations, the department's operational reporting reflects the broad range of services Public Safety provides throughout the Housing Authority.

During the reporting period, department personnel generated **654 operational reports** documenting incident response, resident engagement, infrastructure inspections, operational coordination, lease compliance, and executive communications.



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These work products provide operational accountability, facilitate interdepartmental collaboration, support life and safety initiatives, identify emerging operational trends, and ensure continuity of operations throughout HACM developments.

Operational Reporting Categories

Incident Documentation

Incident Reports, Daily Activity Logs, Incident Notification Reports, and Supplemental Incident Reports document significant incidents, operational activities, notifications, and follow-up actions requiring departmental awareness or executive communication.

Community Engagement and Lease Compliance

Community Contact and Observation Reports, Lease Violation Reports, and Resident Notification of Trespass Reports document resident interactions, lease compliance concerns, unauthorized presence, and field observations that support safe and secure living environments.

In addition to these activities, the Public Safety Department conducts monthly Resident Organization Leadership Check-Ins and partners with the City of Milwaukee Department of Community Wellness and Safety (DCWS), Safe & Sound, the Milwaukee Police Department, and other law enforcement and community organizations to strengthen resident engagement, address life and safety concerns, and promote collaborative problem-solving throughout HACM developments.

Safety Infrastructure and Life Safety Systems

Monthly Elevator Cab Interior and Emergency Communication Checks and Fire Panel Trouble and Test Time Alarm Reports verify the operational readiness of critical life safety systems while ensuring identified deficiencies are communicated to the appropriate HACM departments for corrective action.

Operational Support and Interdepartmental Coordination

Maintenance and Information Technology Work Orders generated through THERMS and Yardi document after-hours resident service requests received through the Dispatch Center while facilitating timely coordination with HACM Maintenance and Information Technology personnel.

Security Monitoring

HACM Surveillance Camera Checks document inspection and verification of camera systems supporting investigations, situational awareness, and overall system reliability.

Situational Awareness

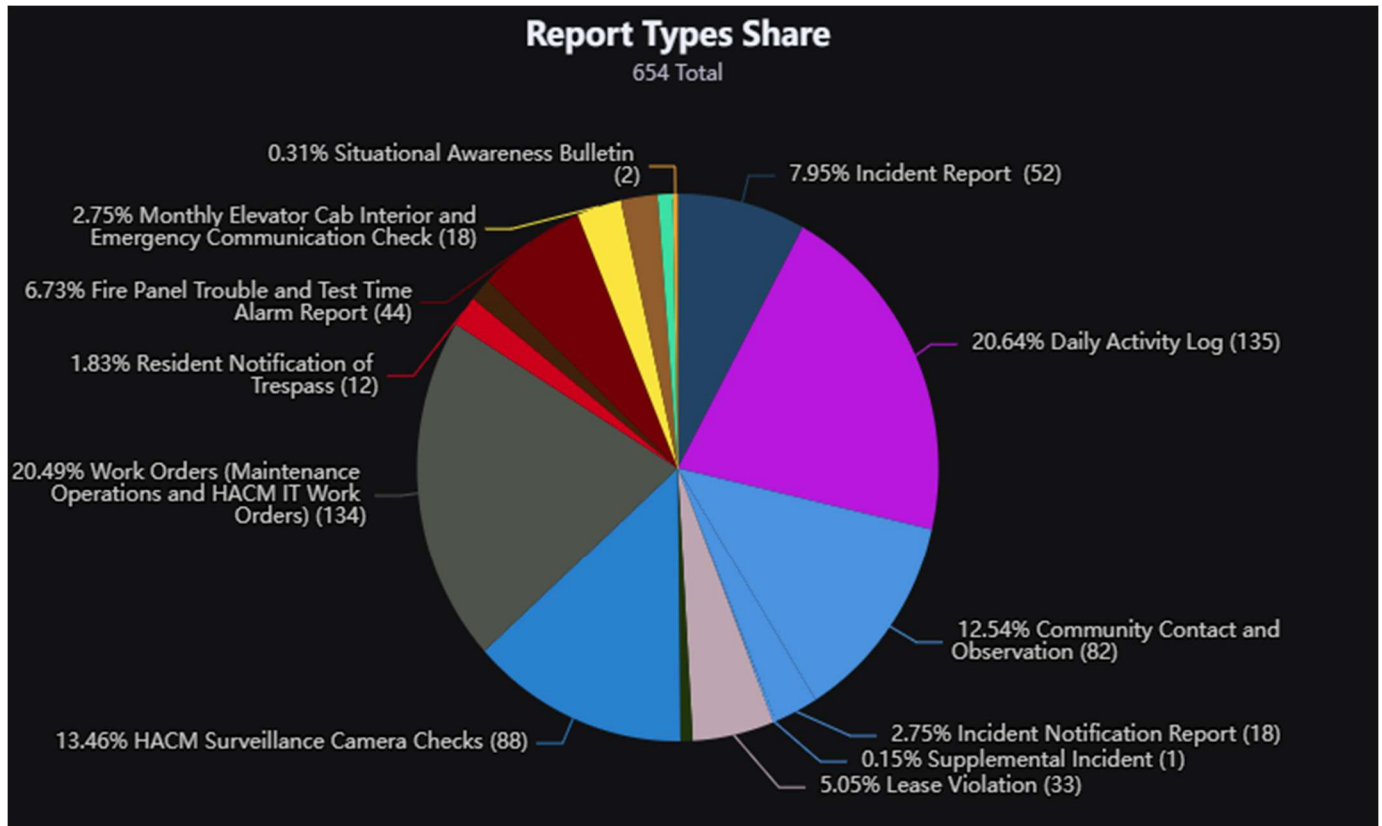


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Situational Awareness Bulletins communicate significant operational developments, emerging concerns, and other information affecting HACM properties, residents, visitors, and staff.



Dispatch Operations

The HACM Public Safety Dispatch Center serves as the department's centralized communications hub twenty-four hours a day, seven days a week. Dispatch personnel receive Calls for Service, coordinate field responses, initiate after-hours maintenance and Information Technology work orders, communicate with emergency responders, monitor life safety systems, and support field personnel throughout HACM developments.

In addition to dispatching Public Safety resources, the Dispatch Center facilitates communication between residents, property management, maintenance personnel, executive leadership, and external public safety partners, ensuring timely coordination of emergency and non-emergency operations. This function remains critical to maintaining continuity of operations and providing responsive service throughout the Housing Authority.



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Community Partnerships and Operational Highlights

Throughout this reporting period, the HACM Public Safety Department continued to support agency operations through proactive patrols, resident engagement, emergency response coordination, after-hours operational support, lease compliance initiatives, life safety system monitoring, and interdepartmental collaboration. In addition to its daily operational responsibilities, the department strengthened partnerships with community organizations and public safety stakeholders through the following initiatives:

- **Narcan Training and Overdose Awareness (July 15, 2026):** HACM Public Safety partnered with the **City of Milwaukee Department of African American Affairs** to provide department personnel with **Overdose Awareness and Prevention Education** and **Naloxone (Narcan) Administration Training**, enhancing the department's preparedness to respond to opioid-related emergencies.
- **Westlawn Gardens Community Pop-Up Event (July 30, 2026):** HACM Public Safety assisted in planning and participating in a community outreach event at Westlawn Gardens in partnership with the **City of Milwaukee Department of Community Wellness and Safety** and **Safe & Sound**. The event promoted resident engagement, community wellness, and collaborative neighborhood safety initiatives.
- **National Night Out (August 6, 2026):** In partnership with **HACM Resident Services** and the **Milwaukee Police Department District Five**, the HACM Public Safety Department participated in the annual National Night Out event at Carver Park. The event fostered positive relationships between residents, Public Safety personnel, and community partners while promoting neighborhood engagement and public safety awareness.

Conclusion

The accomplishments reflected in this report are the result of collaborative efforts throughout the Housing Authority. Continued partnerships with Property Management, Maintenance Operations, Resident Services, Information Technology, Human Resources, Executive Leadership, and other HACM departments enable the Public Safety Department to effectively address resident concerns, life and safety issues, and operational challenges across the agency.

Together, these collaborative efforts support HACM's commitment to operational excellence, proactive public safety, continuous improvement, and the shared mission of providing safe and secure environments for residents, visitors, and staff throughout the Housing Authority of the City of Milwaukee.

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