



Housing Authority City of Milwaukee Public Safety Department

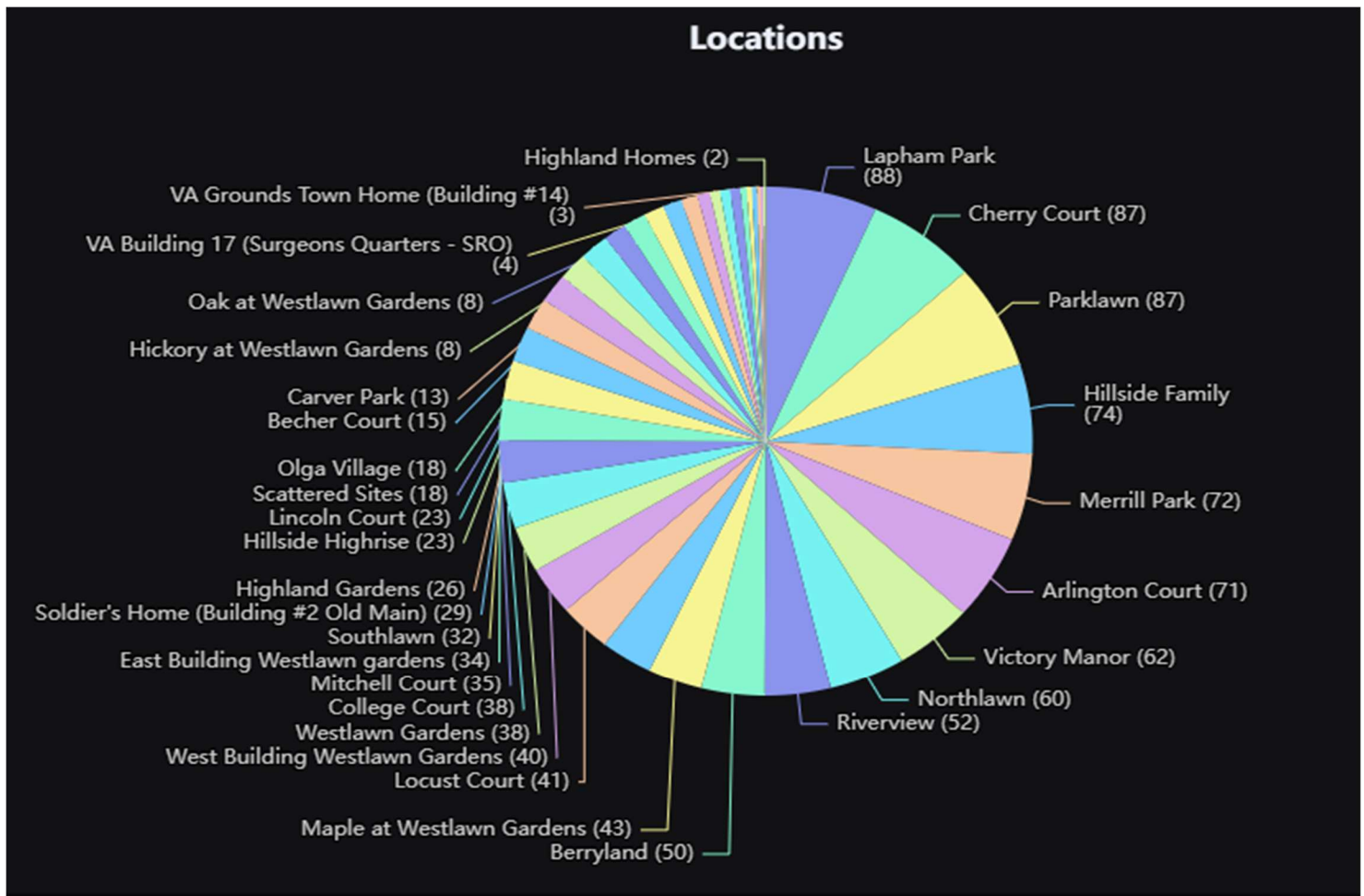
650 W Reservoir Avenue
Milwaukee, WI 53212



Housing Authority of the City of Milwaukee Public Safety Department Analytics and Initiatives Report May 28, 2025 – July 1, 2025

The Housing Authority of the City of Milwaukee (HACM) Public Safety Department submits this Monthly Report for the period of May 28, 2025, through July 1, 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

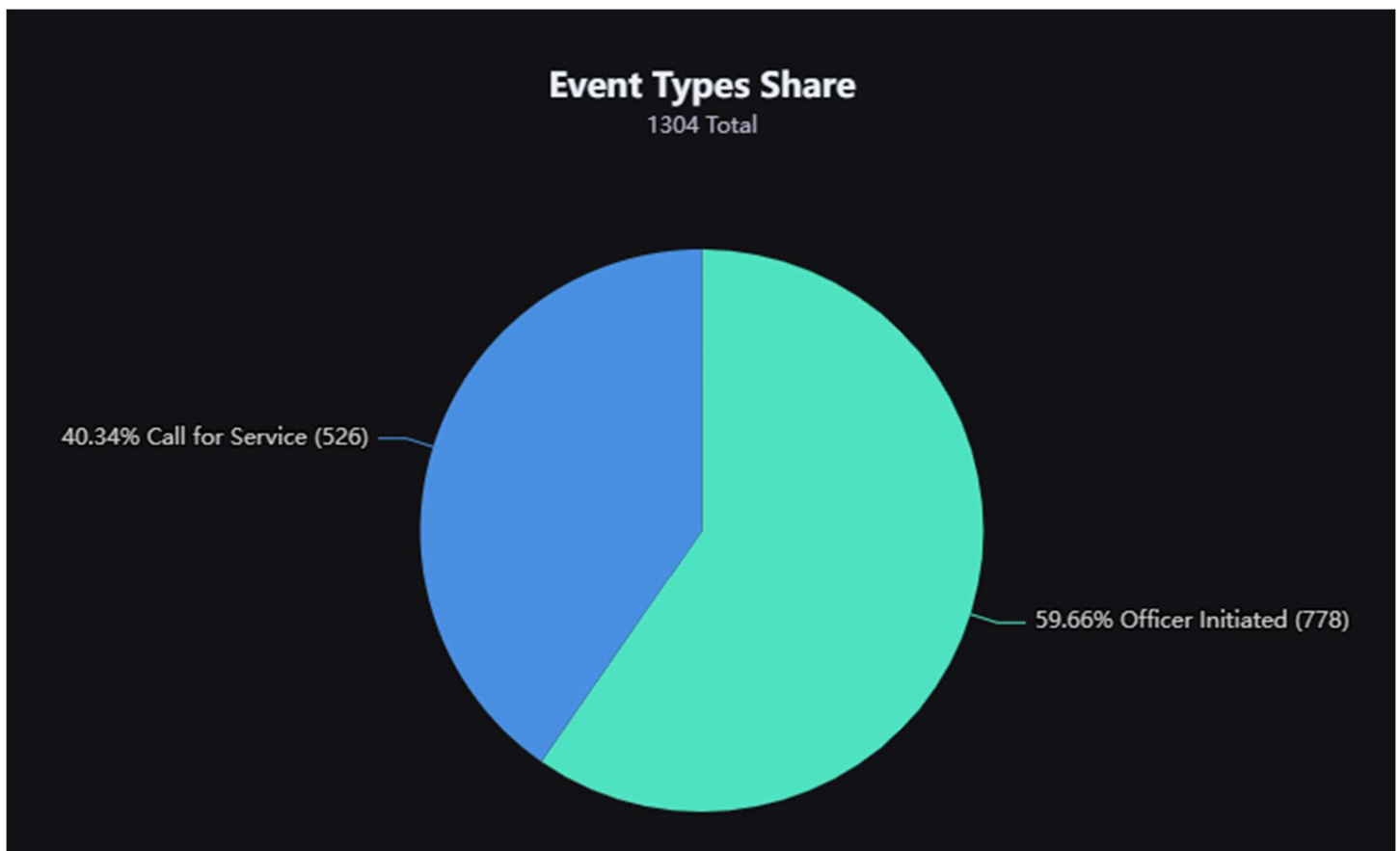
Continuous building checks, vehicle patrols, and resident interactions ensured comprehensive coverage of HACM properties.

The Public Safety Department prioritizes proactive engagement strategies to prevent incidents before they occur:

- **Officer-Initiated Events (OI) (778) for Service exceeded Resident-Initiated Calls for Service(CFS) (526)**, showcasing the department's commitment to proactive intervention and its impact.

These numbers reflect an across the board increase of 30% for all analytics (OI/CFS/Event Total) from the previous month.

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



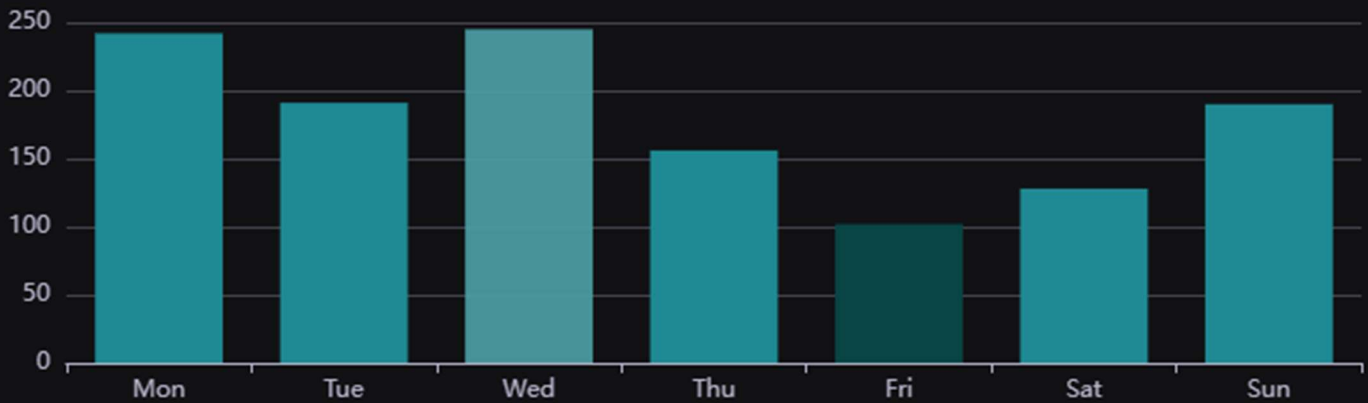


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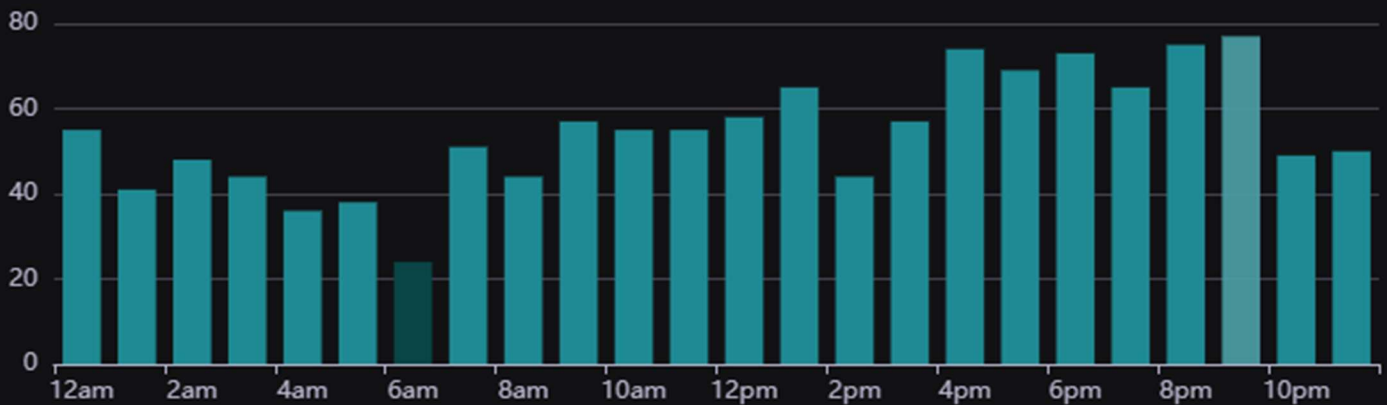
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Activity Per Day of the Week



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.



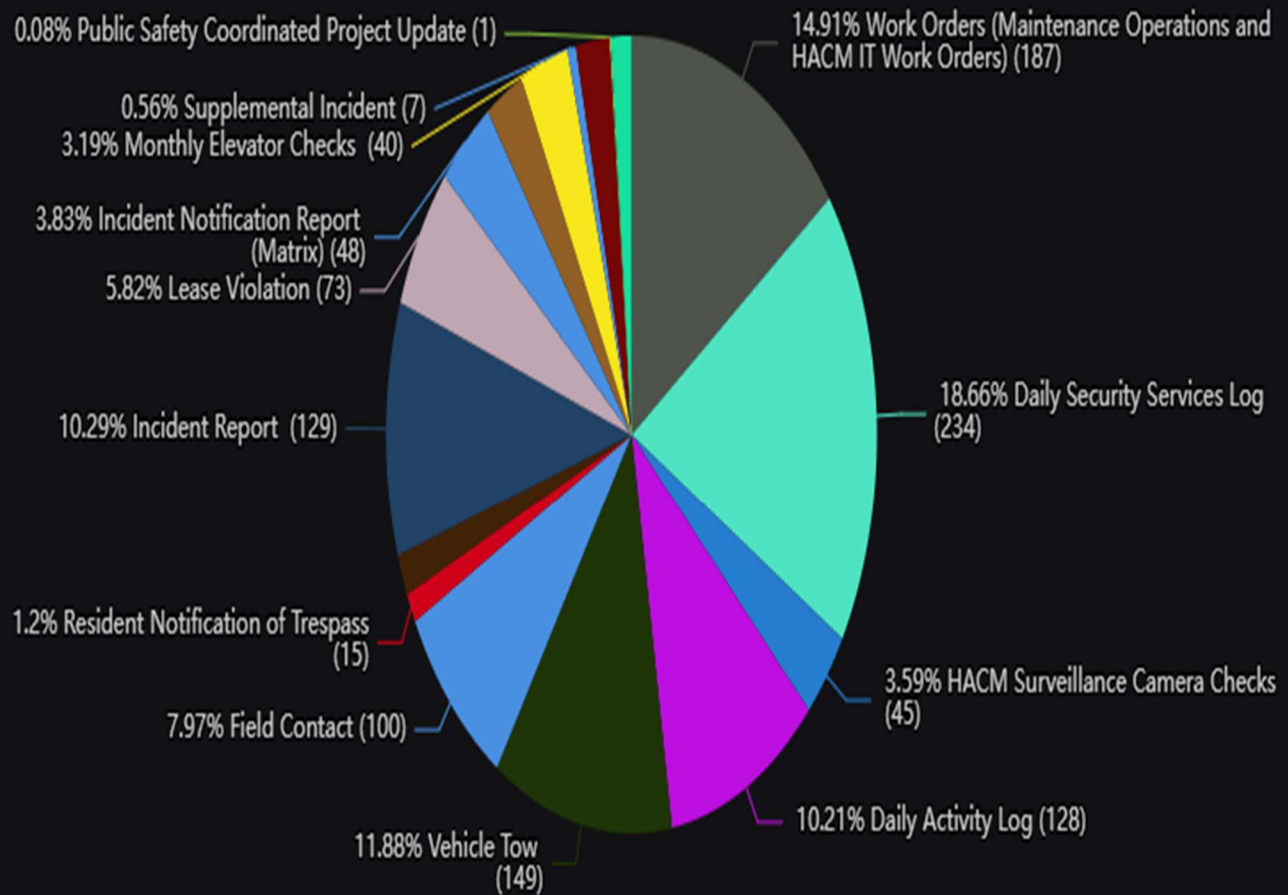
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Report Types Share

1254 Total





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Initiatives:

- **HACM Public Safety Department Magnet Initiative:** is a strategic outreach effort designed to inform residents about how and when to contact Public Safety, while reinforcing the distinction between high-priority and low-priority events. The magnet serves as a quick-reference guide intended to be placed in a visible and accessible location within residents' homes.

HACM PUBLIC SAFETY DEPARTMENT
Housing Authority of the City of Milwaukee Event Response

LIFE-THREATENING EMERGENCY: CALL 911

PUBLIC SAFETY DEPARTMENT LINE: 414-286-5100

HACM Public Safety responds to high-priority and low-priority events in a manner that is safe and effective such as:

HIGH-PRIORITY	LOW-PRIORITY
Firearm or Weapon Involved	Noise Complaints
Fights/Physical Altercations	Loitering/Trespassing
Fire/Medical Distress/Alarms	Illegal Parking
Medical Emergency	Neighbor Troubles
Elevator Entrapment	Suspicious Person or Vehicle
	Lost or Found Property/Theft of Package

High-Priority Events:
Require that residents call Law Enforcement (911) before calling Public Safety. Public Safety will respond as urgently and safely as possible.

Low-Priority Events:
Residents are encouraged to call Public Safety when a low-priority event occurs. Public Safety Specialists will respond when available. Response times may vary due to other calls for service.



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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 June 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 07/01/2025